

# Jeffrey Bergier

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📍 Inner Richmond, San Francisco

## Skills

### Design Thinking

I studied Industrial Design which focuses on the physical. However, the part of Industrial Design that appeals to me most is Problem Solving and Design Thinking. These skills are incredibly beneficial in not just Industrial Design but in other types of design as well as in completely different fields. I am currently using my Problem Solving skills in the enterprise networking space, but I am confident I can make an impact in any realm.

### Working with Engineers

Great design won't be that great without great engineers. I excel at producing assets that successfully pass-on design intent to engineers. I also enjoy learning from engineers. I enjoy learning about complex technologies that have complex limitations. I find that the best designs are created when the engineering teams and the design teams work hand in hand.

### Interaction Design

### Rapid Prototyping (Physical and Digital)

## Tools

### ★ Expert

- Adobe InDesign
- Adobe Illustrator
- Adobe Photoshop
- Balsamiq
- Mac OS X
- iOS

### ☆ Advanced

- Xcode
- Swift
- Microsoft PowerPoint
- Adobe Flash
- Windows 8
- Android OS

### 🎯 Proficient

- Objective-C
- Adobe Fireworks
- Microsoft Office
- Apple iWork

### ♥ Hobby

- HTML/CSS
- Mac OS X Server
- Microcontrollers
- RISC Assembly

## Experience

### User Experience Designer, Riverbed Technology, San Francisco

January 2013 – Present

When I started at Riverbed, there was no UX team at all. My coworker and I crept our way into every part of the engineering organization and proved the value of UX to the company. Since then, an entire UX team has formed with a Director of UX, a user research, a visual designer, and an interaction designer (me). We all work directly with engineers and product managers to solve problems.

At Riverbed, our customers have huge networks. Many of our customers have over 1000 Riverbed appliances distributed all over the world. My work for the past 2 years has been to make deploying, configuring, troubleshooting and upgrading Riverbed Appliances easy. The far more challenging, and rewarding, piece of the design work is to make it easy to perform all of those activities in bulk.

### Volunteer Organizer & Teacher, BridgeTroll.org, San Francisco

March 2014 – Present

BridgeTroll is an organization that helps people put on free workshops to teach Technologies to people who are under-represented in technology. A typical workshop is 1.5 days, beginning with a Friday evening "Installfest" where we get all the necessary technologies installed on the students'™ laptops, and a Saturday workshop focused on demystifying the topic at hand and building something that serves as a foundation that the student can build upon after the workshop. Workshops range from 20 – 100 students and volunteers, and since we provide free food and childcare, they have quite a few moving parts to manage.

I am a passionate self-taught iOS/Mac Developer. I really enjoy developing the iOS curriculum, helping to organize workshops and especially teaching for MobileBridge/BridgeTroll. Because we focus on empowering underserved communities in tech, the students are always eager and wanting to learn. Working with the entire BridgeTroll community has been an incredibly rewarding experience.

## **User Experience Designer, Woopra, Inc., San Francisco**

**January 2012 – January 2013**

I focused on converting customer support tickets into bug reports as well as UI/UX enhancement reports. Woopra was a small startup at the time. I worked directly with the the front-end engineer, back-end engineer, marketing person, sales person as well as the Founder in order to make sure the customer needs were met.

**Organizer / Teacher, Industrial Design Outreach, San Francisco 2011 – 2012**

**Graphic Design Intern, Sugar Publishing, San Francisco – 2010 – 2011**

**Technician Trainer, MacMEDIC, San Francisco – 2010 – 2011**

**Genius, Apple Store, Burlingame, California – 2007 – 2009**

**Store Manager, Sunglass Hut, San Francisco – 2006 – 2007**

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## **Education**

**Bachelor of Science in Industrial Design - San Francisco State University**

**Industrial Design, San Francisco State University**

**Fall 2008 – Spring 2011**

**Product Design, Brunel University, London**

**Autumn 2009 – Spring 2010**

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## **Kudos**

**Finalist in Core77 App design contest with WeatherMe Concept – 2012**

**Nominated for induction into Epsilon Pi Tau – 2011**

**Energy Generating Design Concept selected as winner during Dyson Foundation Workshop – 2010**

**Sold Design Concept Intellectual Property to SAB Miller – 2010**

**Gold Award - Printing Industry of Northern California Gallery – 2009**