

Isha Hartono

User Experience Designer

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I am a highly motivated and passionate UX professional with development skills to match. I provide pragmatic solutions by merging user-centred design principles with the underlying technology platform and meet goals of the end user.

Experience

London Borough of Camden (Contract) London, UK

October 2012 – April 2013, August 2013 – December 2014

Lead UX Developer on the rebranding project of team collaboration sites built on the SharePoint 2010 platform for over 6000 users. Primary objective was to create a system enabling users to store, manage and find their documents quickly and with ease.

- Ran workshops and conducted user interviews to define internal business labels for tagging documents using “term sets”. Designed taxonomy-driven navigation by enforcing users to tag their documents, aiding to refine document search
- Produced wireframes and HTML/CSS prototypes for product owners and backend developers to illustrate complex user interactions, thus eliminating unnecessary development time by building it “right first time”. Wireframes initially conceptualised in Visio and Axure
- Designed a “look and feel” in PhotoShop based on internal communication design guidelines to convey a sense of ownership for the business over an out-of-the box deployment
- I encouraged the adoption of Trello, an online kanban tool, to create user stories and conducted product backlog grooming session with product owner aligned with internal Agile methodologies. This meant transparency and accountability amongst all team members outlined at daily scrums.

The Full Suite (Contract) Wellington, NZ

July 2013

Sole designer of Suite Moves, a tool enabling Full Suite customers to easily migrate locally stored documents to their SharePoint Online environment, through the simplicity of drag and drop.

- Reduced need for developers to manually migrate data, thus eliminating any downtime for clients wanting to use their cloud storage
- Engaged existing customers to refine key feature sets to be included in the product
- High fidelity prototyping techniques using Photoshop, PowerPoint and Expression Blend to showcase complex interactions, leading to production build

Sapient Nitro (Contract) London, UK

May 2012 – August 2012

Part of a core team developing an e-commerce venture for the EE telecommunications firm. The project’s aim was to create a seamless multi-channel customer experience by designing responsive mobile interfaces to their desktop equivalents.

- High fidelity prototypes better illustrated responsive concepts and immediate design changes based on user feedback

- Developed front-end code using HTML5, CSS3 and javascript libraries to simulate responsive designs tailored for mobile, tablet and desktop. Used proprietary responsive framework with MooTools.
- Advanced use of media queries and viewport techniques to enhance the static nature of paper-based wireframes

View PLC (Contract) London, UK

December 2011 – April 2012

Redesigned major sections of a global intranet built on the SharePoint 2010 platform for an international financial firm, Old Mutual Group. Collaborated with key stakeholders that included communications department, in-house infrastructure, and onsite development team.

- Defined objectives in a requirements gathering workshop to revamp the news archive section and promotion of articles on homepage
- Identified key issues of promoting “news articles” and redesigned workflow. This increased turnaround from 1 article every 3 days to 1-2 articles a day
- Implemented faceted filtering for News Archives whilst leveraging standard SharePoint 2010 Managed Metadata Services and Term Sets
- Devised and ran test scripts for end-users based on wireframe specification as part of the Quality Assurance phase

3Chillies (Contract) Reading, UK

September 2011 – December 2012

Produced user interfaces for high profile campaigns for the Microsoft Xbox team, aimed at the UK and EU market. These sites were developed in Silverlight using the Expression suite.

- Sketch-boarded interactions alongside third-party design agency who provided visuals, then integrated these visual assets into a working build using the native Expression Blend toolset in XAML
- Defined resource dictionaries and user controls through style libraries which established a style guide for future designers

Provoke Solutions Wellington, NZ

March 2006 – August 2011

Provoke Solutions is a user-centred design led Microsoft Gold Partner focused on delivering leading-edge solutions using Microsoft technologies such as SharePoint, .NET and WPF/Silverlight. I was assigned to a vast number of projects at various phases of the development lifecycle from requirements gathering to design to build to testing.

- Consolidated weeks worth of information into a Requirements Document outlining user needs, business requirements, governance and user-centred principles. This helped in establishing the direction of the project for all involved.
- Heavily collaborated with Technical Leads at the design phase for best possible implementation - reducing build efforts by 60% allowing for more testing
- Conducted group interviews, contextual observations to gain insight of users with existing systems. The new system which we designed had a 32% increase of usage over the initial month
- Sampled 100 users through online surveys to gain feedback on the previous state of the website; and analysed data sourced from Google Analytics over a one year period focusing on average time spent and bounce rate
- Incorporated guerrilla user testing methods to establish interaction design for a touch screen interaction booking project

- Designed a custom search page that provided auto-complete hints against 3 criteria's enabling immediate user feedback
- Created production quality prototypes using HTML, CSS and JavaScript to convey complex ideas not suitable on paper. Clients would quickly grasp these concepts

Change Training Consultants Ltd Wellington, NZ

June 2003 – April 2006

I was responsible for the production and quality of online media created within the Courseware team. Working with my manager, who was responsible for content, I devised interactive elements that enhanced the material's quality and student interest

Education

Natcoll Design Technology

Diploma of Web Development

2002 - 2003

Victoria University of Wellington

Bachelor of Commerce and Administration E-Commerce and Management

1999 - 2002

Professional Development

General Assembly

January 2015

Attended an immersive UX refresher course, outlining fundamental UX concepts

Wellington Web Meetup

July 2010

Conducted a presentation on the value of Microsoft's SketchFlow programme as a high fidelity wireframing tool - www.slideshare.net/adollop/using-sketchflow

NZ Summer of Code Bootcamp

2009, 2010

A nationwide drive in getting businesses to connect with New Zealand's brightest university students providing them with internship opportunities. I conducted yearly workshops focused on the basics of HTML/CSS ensuring their code would be of professional standard.

UX Australia Conference

August 2010

Wellington Webstock Conference

February 2008, February 2010