

Chris Swan

Contact

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Value Proposition

I am a User Experience Researcher proficient in qualitative, quantitative and systems thinking methods through which I am able to identify nuanced patterns to generate imaginative, practical insights into user needs. I am focused on helping clients understand and design for their customers through generative and evaluative research, visual communication, and concept development.

I am highly versatile, proficient in UX Design, front-end web development and graphic design. I took supplemental course work in Computer Science enabling me to speak the language of Engineers as well as MBA level Analytics courses to further my understanding of how to leverage data to optimize designs.

I am driven by the process of discovery through rigorous research, creatively leveraging the power of technology and critically assessing solutions that are both sustainable and scalable.

Education

Master of Design

Illinois Institute of Technology • Institute of Design
August 2016 - May 2019

Urban Planning & Design Certificate

Harvard University • Graduate School of Design
Summer 2016

Bachelor of Arts in Philosophy & Psychology

DePaul University • College of LA&S
June 2009
Distinction in both majors

Proficiencies

Prototyping

Sketch, Figma, XD
Rhinoceros 3D
Grasshopper
Arduino

Web

HTML
CSS
JavaScript

Data

Statistics
Visualizations
Data mining
Web scraping

Research Methods

Observation
Cultural immersion
Usability testing
Surveys
Interviews
Analytics
Field visits
Systems thinking
Data synthesis
Quantitative analysis tools (Excel, SPSS, R)

Coding

Python
C++

Service Work

Tutor

826 CHI • Chicago, IL, US
2014 - 2016

Taught first- through eighth-grade students after-school curriculum with a heavy focus on writing and organizational skill development and academic and character goal-setting.

Demolition Team Lead

All Hands • Trishuli, Nepal
2016

As part of the 2015 earthquake relief, our base was responsible for restabilizing multiple communities in rural Nepal.

Activities

Social Activities Co-Chair

ID Student Activities Board
2018-2019

Co-Chair

ID End of Year Show
2019

Design Experience

Independent Design Consultant

2018 - Present

Design consultant and designer for a variety of projects from research and strategy to concept development to applied visual communication and UX.

Articulate Productions • Information Design + Creative Lead

- Designed branded media materials for prominent spirits brand.

Skylight Studios • Strategy Consultant + UX/UI

- Consulted on late-phase prototyping strategy and updated Adobe XD build.

IIT Department of Engineering • Creative Lead + Animation

- Created a custom animation for a bridge deployment concept submitted to the US Army.

User Experience Designer & Interaction Design

Accenture Operations • Chicago, IL, US
2018

Navigated innovation-resistant corporate infrastructure to audit and synthesize existing assets into design-informed internal client deliverables applying user experience research methods.

- Developed interactive products tracking progress on JIRA in partnership with an engineer who deployed Agile methodology.
- Interviewed users to foster development of new products, to frame problems and refine designs.
- Conducted rapid prototyping sessions for interactive experiences.
- Tested prototypes with users iteratively throughout the prototyping process.
- Enhanced and simplified existing presentation materials.
- Created custom video animations and data visualizations for interactive stories.
- Advocated for the importance of UX and engaged the core team throughout the design process.

User Experience Researcher & Product Design

Saffi Foods • Chicago, IL, US
2017

Collaboratively developed an easier, more delightful experience for people to transport bulk liquids (olive oil, vinegar, etc.) from the grocery store through the study of user behavior.

- Planned and conducted field visits with the client and other team members.
- Interviewed users 1:1 at home, and during field visits.
- Built physical prototypes and helped migrate those to Rhino3D for modeling, rendering and 3D printing.
- Maintained detailed records through photographs, notes and audio during all phases of research.
- Conducted usability testing and structured interviews during the evaluation phase of development.

User Experience Researcher

IIT + University of North Texas (UNT) • Chicago, IL, US
2017

Collaboratively developed a web-based product system and prototyped a mobile field tool for research field linguists studying the preservation of disappearing languages.

- Aligned team for research.
- Examined primary research from UNT to identify crucial user specification details.
- Evaluated features of design proposal with team to streamline functionality for specified users.
- Created interview protocols, conducted interviews with user groups and subject matter experts.
- Created user journey maps to visualize user needs and to frame insights.
- Developed wireframes and low-fidelity, high-fidelity and interactive prototypes.

User Experience Researcher & UX Design

Motorola • Chicago, IL, US
2017

Developed a glucometer concept that works directly with a smart phone and sensor driven wearable glucose administrator patch for a more seamless experience for diabetes patients.

- Planned and conducted 1:1 interviews.
- Built physical prototypes and helped migrate those to Rhino3D for modeling.
- Created high-fidelity renderings of prototypes with Rhino3D.
- Planned and executed usability testing at several levels of the process.
- Developed wireframes and low-fidelity, high-fidelity and interactive prototypes with Figma.

Quantitative Researcher

Dr. Daniel Scheinfeld PhD. • University of Chicago • Chicago, IL, US
2015 - 2019

Created tools designed to analyze high-volume linguistic data and test hypotheses explaining hidden patterns within language.

- Managed data to streamline archives and locate correlative patterns.
- Quantified qualitative data and updated data code for deeper analysis.
- Cleaned, restructured and analyzed data from transcripts of structured interviews.
- Restructured tasks for faster data analysis.
- Transformed and modernized analog data.