

Chris Swan

UX Researcher proficient in qualitative, quantitative and systems thinking methods through which I can 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.

Contact

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UX Research Experience

Independent UX Research Consultant

Freelance • New York
2018 - Present

Hill + Knowlton • UX Researcher

- Generative research on consumer recycling behavior.

Articulate Productions • Graphic Design

- Designed branded media materials for prominent spirits brand.

Skylight Studios • UX Researcher

- Consulted on late-phase strategy of a social media platform for artists.

IIT Department of Engineering • Animation

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

UX Researcher & Interaction Designer

Accenture Operations • Chicago
2018

Developed design-informed, internal client deliverables applying user experience research methods.

- 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.
- 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.

UX Researcher

Saffi Foods • Chicago
2017

Studied consumer behavior and habits through ethnographic research to inform the design of new product concepts for sustainable consumer packaging.

- Collected data using in-person interviews, design exercises and market research to inform design.
- Planned and conducted field visits with the client and other team members.
- Synthesized and presented research findings in presentations with leadership.
- Built physical and 3D prototypes to facilitate the ongoing discussion surrounding design direction.
- 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.

UX Researcher

IIT • University of North Texas • Chicago
2017

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

- Examined primary research to identify crucial user specification details.
- Conducted interviews with subject matter experts.
- Created user journey maps to visualize user needs and frame insights.
- Developed wireframes and low-fidelity, high-fidelity and interactive prototypes.

UX Researcher & UX Designer

Motorola • Chicago
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 interactive prototypes with Figma.

Quantitative Researcher

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

Analyzed high-volume linguistic data in effort to strengthen curriculum for elementary students.

- Managed data to streamline archives.
- Ran analyses on hypotheses to locate correlative patterns.
- Quantified qualitative data and updated data code for deeper analysis.
- Cleaned and restructured data.
- Transformed and modernized analog data.

Education

Master of Design

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

Urban Planning & Design Research 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

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

Skills

Prototyping

Adobe
Sketch, Figma, XD
Rhino3D
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)

Code

Python
C++