

Chris Swan

Contact

cswan2@id.iit.edu
+1 847 542 1559
seeswan.com

Value Proposition

I am an Experience Designer focused on user-centered solutions for consumer and enterprise digital experiences. My expertise is in concept generation, user research, user experience, emerging technology and strategic design.

During my placement with Accenture, I developed and redeveloped proprietary products through the lens of interaction and experience design. Through my role, I gained competency in front-end web development and motion graphics by making iterative changes to the internal website. I co-facilitated workshops with operations experts to engage clients by infusing traditional consulting offerings with design thinking and storytelling.

With the CoRSAL Endangered Languages Archive, I delivered a high-fidelity interactive mobile prototype, led by the development of sketches and wireframes, to aid in the preservation of endangered languages. As the research lead, I guided our team through a systematic process: reviewing primary research, conducting interviews, mapping user journeys and structuring information architecture.

Equipped with a unique set of quantitative, qualitative and systems thinking methods, I identify nuanced patterns of behavior to generate imaginative, practical solutions. Whether developing products and experiences or reconstructing villages in post-disaster Nepal, I drive projects from ideation to implementation to success.

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

Experience

Design + Research

Observation
Cultural immersion
Speculative design
Usability testing
Survey
Interview
Analytics
Systems thinking

Coding

Python
JavaScript
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.

Activities

ID Student Activities Board

2018-2019
Social Activities Co-Chair

ID End of Year Show

2019
Co-Chair

Design Experience

Experience & Interaction Designer

Accenture Operations • Chicago, IL, US
Summer + Fall 2018

Navigated innovation-resistant corporate infrastructure to audit and synthesize existing assets into design-informed internal client deliverables applying new methods of idea transmission.

- Created custom video animations and data visualizations for interactive stories.
- Developed interactive products tracking progress on JIRA in partnership with an engineer who deployed Agile methodology.
- Surveyed users to foster development of new products.
- Enhanced and simplified existing presentation materials.

User Experience Designer & Design Researcher

IIT + University of North Texas (UNT) • Chicago, IL, US
CorSal Endangered Languages Archive
Summer 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.
- Conducted interviews with subject matter experts.
- Created user flows to visualize user priorities.
- Developed wireframes and low-fidelity, high-fidelity and interactive prototypes.

Research Lead

Dr. Daniel Scheinfeld • Chicago, IL, US
2015 - Ongoing

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.
- Restructured tasks for faster data analysis.
- Transformed and modernized analog data.
- Briefed Project Director regularly on critical findings.

Customer Engagement Experience

Demolition Team Lead

All Hands • Trishuli, Nepal
Winter + Spring 2016

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

- Mobilized teams for daily work assignments.
- Planned and executed demolition of condemned community structures.

Customer Experience

Kai Zan / Japonais by Morimoto • Chicago, IL, US
2013 - 2015

Pursued passion for Culinary Arts and engaging people by serving at new restaurant concepts.

- Informed customers on offerings through interpersonal skills and culinary knowledge.
- Optimized daily tasks with management team.

International Sales & Marketing Internship

Bus2Alps • Florence, Italy
2012

Shared my enthusiasm for adventure travel with college students during their semester in Europe.

- Achieved highest sales in assigned territory for a new hire in the first three months.
- Advised sales prospects on custom semester travel plans.
- Coordinated events, led excursions and executed social media and grassroots marketing campaigns.

English Teacher

Canterbury English Consulting • Madrid, Spain
2010 - 2012

Educated ESL students with a wide range of proficiencies through engaging, level-agnostic lesson plans.

- Created custom curriculum.
- Planned, tested and taught material for private tutoring sessions.
- Orchestrated a *current events* discussion series for high-proficiency professional courses.