Chris Swan

Contact
cswan2@id.iit.edu
+1 847 542 1559

Value Proposition

I am a User Experience Researcher proficient in UX Design, Front-end web development and graphic design focused on helping clients understand and design for their customers through generative and evaluative research, visual communication, and concept development. I think analytically, am an experienced storyteller seeking to apply user research and design strategy to solve complex problems.

Equipped with a unique set of qualitative, quantitative 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

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

Data
Statistics
Visualizations
Data mining
Web scraping

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, including press trip itinerary, outreach material and tasting book for in-person marketing activations.

Skylight Studios
Strategy Consultant + UX/UI Redesign
- Consulted on late-phase prototyping strategy for a social networking app and updated Adobe XD build.

IIT Department of Engineering
Creative Lead + Animation
- Interviewed engineer to determine his needs, where the animation will be deployed and who the intended audience will be.

User Experience Designer
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.

User Experience Researcher
IIT + University of North Texas (UNT) • Chicago, IL, US
CorSal Endangered Languages Archive
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
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 to the kitchen.
- Planned and conducted field visits with the client and other team memebers.
- Interviewed users 1:1 at home and during field visits.
- Built physical prototypes and helped migrate those to Rhino3D for modeling.
- Planned and executed usability testing at several levels of the process.
- Conducted more structured interviews during the evaluation phase of development.

Quantitative Researcher
Dr. Daniel Scheinfeld • 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.

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