Research Methodologies

1. Research Methodologies

I have successfully applied a broad range of qualitative and quantitative UX research and design methods, ensuring that user experience and business objectives are met from the point of project initiation, through concept development, design, implementation and launch including: -
Interviews (in-person, remote)
- Facilitated Focus Groups
- Card Sorting
- Ethnographic Field Studies
- Usability Testing
- Heuristic Evaluations
- Best Practice Reports
- Competitive Analysis & Trend Analysis

2. Systems Design & Strategy

For me UX is about systems and crafting intuitive experiences. I therefore take a user-centric view thinking about the ecosystem and the environment of use. The tools I use to describe and think about these systems include:
- Creative Briefs + Customer Journey
- Use Case + Scenarios
- User Persona + Storyboarding

3. Information Design & Information Architecture

From the early stages of projects, I bring the user early into the process to analyze and map how information will be used across systems. I do this using tools that include:
- Sitemaps
- Information Hierarchy
- Mental Models
- Content Inventory
- Functional Specification

4. Interaction Design

When I design a system I start with a framework for the design of the system. This includes specifying the functionality, interactions and patterns that will be used. I then create:
- Experience Maps + User Flows
- System Process + Flow Diagrams
- Wireframes + Rapid Low/High Fidelity Prototyping