Devin Harold

UX Designer, IA & User Researcher working with enterprise clients to empathize with users through empirical research and informed design

CERTIFICATES

User Experience Design, Nielsen Norman Group

Interaction Design Specialist, University of California San Diego

Google Analytics, Google

GOALS

Become a leading voice in the field of UX

UX Master Certification, Nielsen Norman Group

Positively impact people's lives through design

SKILLS & TRAITS

Expert in Adobe Creative Suite, Axure, Omnigraffle, Sketch, InVision

Talented in interviewing, observing and empathizing with users, turning their needs into actionable metrics for success

Knowledgeable of Cognitive Psychology & Behavioral Design to understand users' mental models of complex systems

Experienced at using quantitative data & qualitative testing to build empathy for users and increase customer satisfaction while minimizing cost

Skilled in building testable prototypes from paper concepts to high-fidelity development ready comps

REFERENCES

Syndy Ziegenfuss / UX Manager, iCiDIGITAL
syndyz@gmail.com

Theresa Charleston / UX Lead, SpotHero
designer@theresacharleston.com

Jennifer Severns / CD, PlumTree Group
jennifer@severns.net

WORK EXPERIENCE

Rise Interactive   [DECEMBER 2016–PRESENT]
Senior User Experience Designer

During my time at Rise Interactive, I have lead our largest web engagements with a wide range of responsibilities including stakeholder & user interviews, search log analysis, analytics review, competitive benchmarking, information architecture, interaction design and functional specification documentation. Two notable projects I lead were Kaplan University & BrightStar Care's website redesigns, both involving unique challenges, from interviewing 30 stakeholders to cataloging 20,000 site pages into unique templates. Another recent engagement I lead was the scoping, selling, and administering of a usability test with Atkins' new registration process.

Additionally, I have interviewed, onboarded and managed a direct report for the last 8 months while also improving Rise Interactive's internal processes for cross channel collaboration, brainstorming workshops, wireframe creation, research packaging and research synthesis.

iCiDIGITAL *(formerly Billups Design)*   [JANUARY 2015–DECEMBER 2016]
Information Architect/UX Designer

While at iCiDIGITAL, I had my hands in research and analysis, information architecture and task analysis, site map creation, iterative prototyping, user interface and interaction design and overseeing development. I've worked on K12's ADA compliant responsive design. I was lead Architect on the Dodge Viper SRT configurator and the global Hyatt responsive restaurant/spa AEM template. I have also worked with industry leader Scientific Games in architecting the largest online lottery experience in the western hemisphere within an agile environment. During the 7 month long engagement, we created over 1,200 wireframes using gamification theory, best practices based on secondary research and competitive analysis, and hallway usability testing results.

SpotHero   [SEPTEMBER 2014–JANUARY 2015]
Contract Interaction Designer

Plum Tree Group   [NOVEMBER 2013–JULY 2014]
Junior Interaction Designer

Plum Tree Group   [SEPTEMBER 2013–NOVEMBER 2013]
Interaction Design Intern

Grand Rapids startup   [JAN, 2013]
Contract Graphic/UI Designer

ICS Data   [2012-2013]
Contract Graphic Designer