

Chris Watkins

UX Researcher & Designer

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CONTACT

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EDUCATION

MS in Human-Centered Design & Development

Purdue University West Lafayette, Indiana, USA

August 2017 - Present

BSc (Honors) in Web Design & Development

Northumbria University Newcastle upon Tyne, United Kingdom

September 2012 - June 2015

SELECTED EXPERIENCE

Graduate Research Assistant

Purdue University West Lafayette, Indiana, USA

January 2018 - Present

- Conducting user interviews and usability studies, synthesizing findings to offer design recommendations to web applications offered by university-based Science Gateways.
- Investigating how an awareness of dark patterns in UX might lead to a more ethically and socially responsible UX practice, through on-site practitioner observations and interviews.

UX Intern

M*Modal Pittsburgh, Pennsylvania, USA

May 2018 - August 2018

- Conducted study in analogous domain with paper prototype, and created corpus of natural phrases used by physicians to resolve voice-actionable GUI requests for patient information.
- Analyzed study transcripts, identifying issues in user interaction with voice-enabled content.
- Addressed issues in redesign of voice-actionable requests, coding an interactive prototype.
- Carried out Wizard of Oz testing on redesigned voice-actionable content, with data showing greatly increased phrasing uniformity by participants to resolve requests using speech.

UX Consultant, Designer & Developer

Freelance Remote Locations

September 2013 - January 2018

- Carried out user and market research, informing design concepts and usability suggestions.
- Developed e-commerce websites and SaaS applications, both client-side and server-side.

UX Designer & Front-End Developer

New Socks Media & Media Motors Peterborough, UK

March 2016 - June 2017

- Aligned user research findings with client goals to create personas and experience maps.
- Envisioned product design concepts, communicating them through interactive prototypes.
- Developed the interfaces of CMS powered e-commerce websites, and SaaS application used by car dealerships to control stock, track sales figures, and respond to enquiries.

SKILLS

Methods

Affinity diagramming
Competitive analysis
Concept modeling
Contextual inquiry
Dialog flows
Eye tracking
Flow diagramming
Heuristic evaluation
Interactive prototyping
Interviewing
Paper prototyping
Persona development
Rapid prototyping
Requirement analysis
Site maps
Thematic analysis
Usability testing
Use cases & scenarios
Wireframing

Tools

Illustrator
InDesign
InVision
Keynote
Morae Manager
Morae Recorder
Photoshop
Qualtrics
Sketch
Sublime Text
Temi Transcription
Tobii Studio
Zurb Foundation

Development

HTML
CSS
JavaScript & jQuery
PHP