

JACKIE GAGARIN CURRY

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OBJECTIVE

User Experience Manager

PROFILE

A user experience designer that is passionate about creating software that people actually enjoy using! My goal is to continue to make human-computer interaction a delightful experience on all platforms. I have an in-depth understanding of interaction design, UX, IA, UI, UCD, online user experience design and research methodologies.

SKILLS

Web, Desktop, Kiosk & Mobile user experience and interaction design, Prototyping, Wireframes, Sitemaps, Visual Design, Asynchronous rich internet application design (flex), Qualitative & Quantitative Research, User Testing, Heuristic Evaluations, Design strategy, Competitive analysis, Interviews, Personas, Use Cases, Scenarios, Task Flows

EXPERIENCE

Hewlett Packard; San Francisco, CA

Lead User Experience Designer; 2006 - Present

Responsible for creating innovative customer experiences for e-commerce, mobile applications and desktop applications for Snapfish and its partners. Designed solutions and patterns that focus on end-to-end user experience design best practices. Closely worked with business partners to define new design features that would provide high value to the customer and business. User advocate in all project meetings, balancing the needs of the business and collaborating with technology partners.

Responsibilities include:

- Evaluate the scope of projects making assessments and assumptions regarding the scope of effort required from a User Experience professional
- Oversee user research to better understand user interaction
- Make recommendations on the overall strategy and approach for interaction design, design planning, user testing, best practices, standards, guidelines and processes for Snapfish' s Internet properties and applications
- Structure, maintain and deliver interaction consistency across all software design efforts
- Design the functional aspects of the user experience, collaborating both with visual designers as well as product management for worldwide websites (localized in 22 countries).
- Assessment of current site traffic, market trends and best practices
- Development of task and page flows and schematics for new projects.
- Present findings and designs to project team, user experience peers and executive team.
- Provide peer reviews, problem-solving assistance and guidance to junior staff.

Wells Fargo; San Francisco, CA

User Experience Manager ; 2005 - 2005

Lead the design for consolidating 20 separate applications into a web portal system for bankers effectively reducing call-time costs by 80%. Directed research and design for applications on BEA Portal, PeopleSoft, an Interactive Voice Response (IVR) system and Wells Fargo's online banking platform

Responsibilities included:

- Managed team responsible for UI design, visual design, business analysis, usability research and front-end development in a complex multi-platform environment.
- Managed client relations, teams, contractors, hiring/firing of staff, proposals, scheduling, budgets, quality control
- Planned and directed user studies

StillSecure; Louisville, CO

Lead UI Designer; 2003-2004

Lead interaction design, visual design & user experience design for the Borderguard software team. While there, the software was won several top awards for network security software. Created and maintained user interface standards, usability lifecycle processes, design patterns, user personas, task-analysis, information architectures, application user interfaces, DHTML controls, visual designs, and interactive prototypes. Conducted usability research & analysis.

CrossCommerce; San Francisco, CA

UI Manager; 1999- 2001

Managed UI design, Visual design and front-end developers for web applications that facilitated ecommerce merchandising and CRM. Created wireframes, prototypes, UI specifications, and flash demos. Created design standards, guidelines and web policies to determine best practices. Hiring/firing of staff and responsible for team budget

Various early dot.coms; San Mateo, CA

Senior Web Consultant; 1995 - 1999

Designed web sites, information architecture, produced online videos, e-commerce, content management system, flash animation and programmed various web applications for over 10 dot com web sites, including: *women.com*, *prevention.com* and *redbook.com*. Provided peer reviews, problem-solving assistance to fellow engineers and design guidance to production staff.

EDUCATION

San Francisco State University

Bachelor of Science, International Business; 1996

Emphasis: Marketing

Minor: Management Information Systems

Certificate: Russian Studies (abroad program)

Academy of Art University

Admitted to the MFA program

Completed various fine arts & new media design coursework

Adaptive Path. NNGroup (w/Jakob Nielson), User Interface Engineering (w/Jared Spool)

Adjunct User Experience Coursework

PROFESSIONAL ASSOCIATIONS

- AIP -- Association of Internet Professionals
- UPA -- Usability Professionals Association
- IxDA -- Interaction Design Association

REFERENCES

Please see recommendations: <http://www.linkedin.com/in/jackiecurry>

More available upon request

