

John Crisp

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I'm an experienced Business Systems Analyst, Software Designer/Developer, and Manager. I want to design software that provides excellent User Experience. I'm seeking a UX Design position after I graduate in December 2017.

Georgia Tech, MS in Human-Computer Interaction, 2015-2017

Focus on software prototyping, iterative and Agile design, and user research. Projects included designing a decision support system for the HMHB Coalition of Georgia, investigating/prototyping a portable/wearable scanner, and developing a Virtual Reality experience exploring trust.

The Home Depot/UX Design Intern, Summer 2017

Designed a system for corporate event planning and budgeting. Five UX design iterations in nine weeks; interviewed users, wrote user stories, designed wireframes & interactive prototypes, and conducted user evaluations. Collaborated with remote developers; participated in Agile backlog grooming and determining iteration scope. Tools: Sketch, InVision, Pivotal Tracker, WordPress.

ADP/UX Architecture Intern, Summer 2016

Conducted usability analysis of a proprietary developer application to create React Web user interfaces. Interviewed developers & UX designers; designed wireframes, and conducted user evaluations. Recommended standards for UX tools and deliverables. Tools: Sketch, Visio, Zeplin, Confluence.

GSU, KSU & SPC/College Instructor, 2001-2014

Taught information systems at Georgia State and Kennesaw State. Taught web design, computer science, management, and finance at St. Petersburg College (FL).

Ariba/Developer, 2000-2001

Developed, tested and debugged Java programs, including software release. Enhanced team use case analysis processes.

Time Warner/Leader & Manager, 1988-2000

Managed Time Warner's pilot project using UML design and Java; delivered a mission-critical system with unproven technology in eight months and on budget. Supervisor and Manager level for seven years, responsible for a team ranging in size from 4 to 20 staff and consultants.

Bank of America/Analyst, 1985-1988

Systems development planning; design & installation of customer and deposit systems.

The Wharton School, Univ. of Pennsylvania, MBA in Finance, 1983-1985

Focus on Financial Markets, Strategy, Management, Information Systems, and Corporate Finance.

Accenture/Senior Consultant, 1978-1983

Assigned to projects throughout the Northeastern U.S. with programming, systems analysis and project management responsibilities.

McIntire School of Commerce, Univ. of Virginia, BS in MIS, 1974-1978

Focus on Information Systems, Computer Programming, Finance, and Marketing.

User Experience

Prototyping with
InVision, Sketch,
Axure, HTML,
Framer, Balsamiq

User research with
interviews, surveys,
contextual inquiry,
scenarios, personas

Management

Managed projects for
Time Warner,
Bank of America,
Accenture

Some selected projects:

Home Depot As a UX Design intern, I designed a system for a corporate event planning department. This department supported 70+ events a year, and all information was contained in Excel spreadsheets or 3-ring binders full of paper. The goal of the system was to help event planners share information for process improvement and support budget inquiries. I was in Atlanta with the users; the development team (all interns) and project manager were located in Austin, TX.

I performed all research and design activities, including interviewing users, reviewing source documents, designing wireframes & interactive prototypes with Sketch & InVision, and conducting user evaluations. Design iterations were focused on small scope in order to iterate quickly; results of one iterations' user evaluation were incorporated into the next iteration design. I posted UX research (interview notes and user evaluation results) on Home Depot's internal UX site using WordPress.

In addition to UX Design, I wrote user stories resulting from my direct contact with users, and I participated in Agile backlog grooming, including determining the scope of each iteration.

**Healthy Mothers,
Healthy Babies Coalition
of GA**

A team of 5 graduate students developed a Maternal & Infant (M&I) Map application, to support advocates seeking recognition and funding for programs. The team implemented Phase 1 using AngularJS and Java, which allows HMHBGA administrators to enter program information.

I designed a future Phase 2, where partners enter program information, and administrators approve information to be published on the map. I interviewed HMHBGA administrators, developed wireframes (pencil-and-paper sketches), conducted iterations of user evaluations and revised mockups (in Sketch), incorporated mockups into a medium-fidelity interactive prototype using Axure, and conducted final iterations.

My portfolio includes links to the prototype, a brief video walkthrough, and recommended steps to implement Phase 2.

Time Warner I led a team of eight that developed a distributed system to accept subscriber information from a new system, manage data transmission to printing plants, and allow plant personnel to schedule production. This was Time Warner's pilot project using UML Design and Java.

As the project leader, I designed the project methodology, performed the initial Use Case analysis and Domain Modeling, and divided development into phases prioritized by risk. In addition to project management and Java programming, I designed and built the interface between the mainframe and the Unix server, created a Unix subsystem to schedule and acknowledge data transmission, and supported the Oracle database.

Our small team started development years after the large development project which was to provide our key inputs. We delivered a mission-critical system with new technology in eight months, on budget and ready for production - before the large project was ready for production.