

# W/UX

The Web UXpert

User Experience Research & Strategy

## ANDREW CHILD

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### Skills

Stakeholder & user interviews

Focus groups

Workshop facilitation

Heuristic evaluations

Personas and journey maps

Site maps

Wireframes and mock-ups

Prototype development

Usability testing

Functional specifications

### Tools

Adobe Creative Cloud

Axure RP

Figma

Google Drive / Suite

Mindjet Mindmanager

Microsoft Office Suite

### Objective

Part-time and contract user experience research and strategy projects.

### Skills & Deliverables

Andrew is a senior UX researcher with decades of experience creating user-centric projects for his clients. He is an analytical problem solver with excellent communication, presentation, and consensus-building skills.

He has worked on web sites, intranets, extranets, and e-commerce apps delivered to desktop, tablet and mobile devices. Deliverables typically include site maps, user flows, wireframes, personas, functional specifications, stakeholder workshops and interviews, requirements gathering, project briefs, site audits/heuristic analysis, and usability testing using Adobe XD, Axure RP, Figma, MindManager, Adobe Creative Suite, and HTML.

Andrew is frequently engaged by advertising and interactive agencies as a contract team member and is comfortable with both the pace and expectations of agency work. His self-effacing humor and calmness under pressure are appreciated by colleagues and clients alike.

### Professional History

#### *Senior User Experience Researcher, 2006 - present*

UX research, strategy, and design for leading corporate, education, healthcare and public sector clients including: American Express, AstraZeneca, Bloomberg, Blue Cross Blue Shield of Delaware, Boeing, Children's Hospital Trust, General Motors, Hilton Hotels, Macy's, Massachusetts General Hospital, Microsoft, National Geographic Learning, New York Presbyterian Hospital, Orbitz, Royal Bank of Canada, UBS, UCLA Health System, US Department of State, US Department of Veterans Affairs and YMCA.

#### *G2G Productions, Inc., Founding Principal, 1995 - 2006*

Senior strategist and UX lead for education, healthcare, technology and service clients including: Apple Computers, Boston College Fund, General Electric, Massachusetts Institute of Technology, Staples and University of Virginia Darden School of Business.

#### *Stock Connection, Production Director, 1990 - 1995*

Managed production of stock photography CD-ROM catalogs for interactive agency.

#### *Boma Secondary School (Kitale, Kenya) School Teacher, 1987 - 1988*

Taught high school-level English, math and economics in small, community school in East Africa.

### Education

#### *American University (Washington, DC) 1987*

BA awarded magna cum laude with honors. Double-major in political science and international studies.

*Portfolio/case studies online at: webUXpert.com. References available upon request.*

## Partial Client List

American Express	Massachusetts Institute of Technology
Apple, Inc.	Massbay Community College
Aspen/Snowmass	Microsoft
AstraZeneca	Nashville Metropolitan Airport
Baystate Health	National Geographic Learning
Bloomberg	New York-Presbyterian Hospital
Blue Cross Blue Shield of Delaware	Norfolk State University
Boeing	Northeastern University
Boston College Fund	Novo Nordisk
Boston Dynamics	Orbitz
Boston Financial	Partners Health Intranet
Cayman Island Dept. of Tourism	Peloton
Children's Hospital Trust	Plymouth State University
City of Newport	Prentice Hall
Comcast	Royal Bank of Canada
Commonwealth of Massachusetts	Simmons College
D'Amour Center for Cancer Care	Southern New Hampshire Health
Dana-Farber Precision Medicine	St. Anselm College
Dean College	Staples
Dominican College	Steinway & Sons Pianos
FlyPittsburgh	Tom's of Maine
General Electric	UBS
GM	UCLA Health System
Goucher College	UMass Presidents Office
Greater Miami Convention & Visitors Bureau	University of Illinois Urbana-Champaign
GW Pharmaceuticals	University of Michigan Health System
Hamilton College	University of Virginia Darden School of Business
Hilton Hotels	U.S. Department of State
Iona College	U.S. Department of Veterans Affairs
Lowell General Hospital	Western New England College
Macy's	Wilson College
Martin Guitar Company	Yum! (Pizza Hut, Taco Bell, KFC)
Massachusetts College of Pharmacy & Health Sciences	
Massachusetts General Hospital	