

Rick Spencer

User Experience Designer

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I bring a mature, scalable design process that is a blend of industry standards and professional experience from across market sectors, platforms, form factors and user segments.

Process and Accompanying Skills

Research/Synthesis

Defining the problem space involve stakeholder interviews, competitive analysis, current state analysis, site-mapping, content or functional inventories, affinity diagramming, user interviews and data trend analysis. Producing insights from the research data is a little bit art, and a little bit of seasoned empathetic imagination. Role-playing and personas really bring the research findings to life. I've also used usability studies, a/b testing, and paper prototyping to learn more about what makes designs succeed or fail.

Design/Production

Creativity and communication are key to design. I've used collaborative wireframing, brainstorming, mental models, Essential Use Cases, scenarios, storyboarding, comps, and user flows, to communicate design thinking.

Practice Building

A combination of evangelism, mentorship, collaboration, and documentation are needed to grow a design practice in and keep the commitment to design a priority. I've used collaborative design sessions, design standards documentation, and presentations to help people understand their role and relationship to UX design.

Software Development

Sometimes a development team needs strong detailed guidance. Sometimes the agile process calls for conversation over documentation. I've produced comprehensive specifications, wireframes with callouts, and emailed photos of whiteboard sessions when appropriate to the development pace. I also try to stay abreast of emerging technologies and their relationship to the human experience

Experience

Interaction Architect, Seven Simple Machines; Seattle, WA Mar. 2009—Current

UX requirements definition, interaction design, some graphic design, user research and testing for all strategic projects on key accounts.

Responsible for growth of design practice through evangelism and education

Interaction Designer II, Daptiv, Inc.; Seattle, WA Nov. 2007—Feb. 2009

UX Lead for 2008-2009 major product release

Provided regular consultancy to non-strategic projects

Established the role, value, and processes for UX across organization

Information Architect, Myfamily.com; Seattle, WA Oct. 2006—Oct. 2007

Provided current state analysis, competitive research, site map, and interaction catalogue

Lead collaborative design sessions

Provided high and low fidelity wireframes and visual mockups

Served as primary user advocate during product design for (agile) scrum teams

Created Essential Use Cases, usage scenarios and industry-standard user flows

Information Architect, Classmates.com; Seattle, WA Sept. 2005—Oct. 2006

Developed wireframes, user flows, use cases and detailed functional specs

Engaged creatives and business owners in brainstorming and product design exercises

Advocate for a positive user experience and for strong user-centric architectural thinking

Thought leadership for products and the creative process for our team

User Experience Designer, Dwango.com; Seattle, WA Feb. 2005—Sept. 2005

Produced user flows, information architecture maps, interface designs and visual treatments for websites and mobile applications

Worked with cross-functional teams in the development of user interfaces for web and mobile.

Affiliations

ACM PSSIGCHI – Puget Sound SIG Computer-Human Interaction

ASIS&T – The American Society for Information Science & Technology

IAI – Information Architecture Institute

IxDA - Interaction Design Association

Education

Lexington Community College, Lexington, KY —AAS, 2002