


Christopher Durgin

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 <https://www.chrisdurgin.com/>

Summary

I am a UX researcher and designer who has been conducting qualitative research studies for over 6 years; turning data into insights, and translating insights into successful design strategies, concepts, and experiences. I love to create meaningful experiences to enhance people's lives through empathy, beautiful design, clear communication, and clever technology.

Companies hire me to help them understand who their users are, what their needs are, how those needs can tie into business goals, and how to utilize that information to create better user experiences and interactions.

I am adept at developing solutions to problems by involving the human perspective and focusing on the interfaces between people and computers, or products. I am passionate about uncovering insights from data to improve experiences and to better understand a holistic perspective of a product or system to ensure it is accessible and usable for all people.

See my work at chrisdurgin.com

Expertise:

Tools - Invision Studio, Adobe Creative Cloud (XD, Illustrator, Photoshop, InDesign, Premiere Pro, After Effects), Figma, Balsamiq, R, Excel, Google Suite, qualtrics, HTML5, CSS3, Javascript.

Research Expertise - Observational Field Studies, Contextual Inquiry, User Interviews, Cognitive Walkthroughs, Survey Design, Card sorting, Stakeholder Analysis, Moderated Remote Testing, Task Flow Analysis, Heuristic evaluations, Intercept surveys, Usability Testing, System Usability Scale, UMUX-Lite, Net Promoter Score, Web Analytics, Human Factors, Human-Computer Interaction, Click stream analysis, Statistical Analysis, Presentation.

Design Expertise - Design Strategy, User Experience Design (UXD), Interaction Design, Conceptual Design, Prototyping, Storyboarding, Sketching, Design Sprint Facilitation, Data Visualization Design, Personas, Journey Mapping, Product Design, Web Development, Agile, Lean UX, human-Centered Design.

Industry Knowledge - B2B, B2C, Software as a Solution (SaaS), Transportation, Technology, Hospitality, Real Estate, Retail, Education.

Experience

Director Of Information Technology

Arizona Seller Financing, LLC

May 2019 - Present (1 year 6 months +)

Responsible for the acquisition, operation, integration and problem-solving aspects of both hardware and software systems. Analyze the needs of customers and company departments to determine ways to meet business objectives by modifying existing or developing new information processing systems and customer

interactions. Manager of customer research and selection of IT equipment, applications, and technology maintenance.



Graduate Teaching Assistant

Arizona State University

Jul 2019 - Present (1 year 4 months +)

Assist teaching for GIT340 Information Design and Usability. Responsible for performing teaching and teaching-related duties to assist faculty members, professors, department heads and other faculty. Proctor exams, grade tests and homework, and record grades. Assigns material in class as needed along with create examples for students and contribute to course assignment explanations and discussions.



General Manager (Strategic Planning and Business Operations)

Switchback Sports

Oct 2011 - Aug 2015 (3 years 11 months)

Focused on business strategy, customer interaction, and customer/ user experience. Developed and measured business case results and metrics, to drive action plans. Provided insights through analysis and market research. Responsible for marketing, customer research, social media, web/ graphic design, sales, purchasing, and inventory management. Also, managed a team of employees and designed training programs.

Education



Arizona State University

Master of Science (MS), User Experience / Human Factors

2019 - 2020

User experience (UX) focuses on the design, development, and evaluation of products and services that are useful, usable and desirable. The UX program addresses UX research, design, content development, communication, tone of voice and evaluation of all components and products with which end users interact. Focused studies within human systems engineering, graphic information & technology, and technical communications.



Arizona State University

Bachelor's of Science (B.S.), Technical Communication & User Experience

2017 - 2018

The user experience (UX) concentration of Technical Communication is designed to provide an interdisciplinary foundation in communication, research and design. Focuses on a conceptual understanding and applied skills in methods of gathering user information, analyzing data and communicating research findings to stakeholders. Includes courses from human systems engineering, graphic information technology, and computer information systems.



Mesa Community College

Associate of Arts (A.A.), General Studies

2015 - 2017

The courses I took to earn this degree allowed me to focus on preparing a broad educational foundation, perspective, and understanding about our world. Throughout this degree program, I participated in classes focused on physics, geology, art history, composition, mathematics, humanities, psychology, philosophy,

global awareness, public speaking, social sciences, computer science, computer information systems, and new technologies.



Mesa Community College

Adobe Foundation Certificate CCL, Information Technology

2017 - 2017

The Certificate of Completion (CCL) in Adobe Foundations program helps develop proficiency with three of Adobe's foundational graphics programs: Photoshop CC, Illustrator CC, and Animate CC(Flash). Curriculum included development of skills and understanding of best design practices in animation, illustration, photo manipulation, motion graphics, and web design.



ITT Technical Institute-Murray

Associate of Applied Science (AAS), Visual Communications and Design

2010 - 2012

As a student at ITT, I studied all aspects of visual communications and the theory behind how it applies to marketing, business, and design psychology. The technical training I received focused on layout, design, typography, animation, printing processes, brand development, user interaction and semiotics utilizing the entire Adobe Master Suite, 3DS Max, and Final Cut.

Licenses & Certifications



UX Design: 3 Creating Personas - LinkedIn



IRB – Social & Behavioral Research - CITI Program, A Division of BRANY

Issued Aug 2020 - Expires Aug 2024

37948264



IRB – Native American Research - CITI Program, A Division of BRANY

Issued Aug 2020 - Expires Aug 2024

37948265

Skills

User Experience (UX) • Technical Communication • Visual Communication • User Experience Design • User Experience Writing • Technical Writing • Information Technology • Human-Computer Interaction • Data Analysis • Web Development

Honors & Awards



Magna Cum Laude (3.8 GPA) - ITT Technical Institute

Jun 2012

Graduated with a 3.8 GPA



Psi Theta Kappa - Mesa Community College

Jun 2016

 **Summa Cum Laude (4.0 GPA) - Mesa Community College**

May 2017

Graduated with Highest Honors 4.0 GPA

 **Summa Cum Laude (4.0 GPA) - Arizona State University**

Dec 2018

Awarded distinction of Summa Cum Laude for a 4.0 GPA upon graduation.