BARBARA CHRISTINE

Professional History

Slalom Consulting, Seattle, WA   6/2011 – present
CONSULTANT, USER EXPERIENCE DESIGN

Types of Projects: Public sector sites, Intranets; Online retail; Online tools and workflows; Workshop facilitation; Geo-based applications; Responsive design applications

Deliverables: Interactive prototypes; User research test scripts and results; Customer journey maps; Wireframes; Sketches to high fidelity comps; Redlines; Workshop outcomes

Industries: Technology; Retail; Health care; Insurance; Real Estate; Financial, Software, Public Sector, Supply Chain

Internal: Developed internal class on User Centered Design process for gathering requirements

Microsoft, Redmond, WA   5/2007 – 6/2011
USER EXPERIENCE DESIGNER, PRODUCT QUALITY AND ONLINE (PQO)

Summary: Redesigned Microsoft Answers community forum site; Worked on a support app for the Office Facebook page; Collaborated on a one-stop troubleshooting dashboard for IT professionals; Wrote test scripts and conducted usability studies

Coinstar, Bellevue, WA   4/2006 – 4/2007
USER INTERFACE ARCHITECT

Summary: Directed the user experience for all Coinstar kiosk products; Documented workflows; Wrote test scripts and conducted usability studies; Managed the UI portion of all projects

Alaska Airlines, Seattle, WA   9/2004 – 4/2006
USER INTERFACE DESIGNER

Summary: Using the Agile methodology, designed the user interface for various enhancements to the alaskaair.com public and business websites; Designed screens for added functionality on the airport check-in kiosks; Wrote test scripts and conducted usability tests

Siemens Medical Solutions, Inc, Issaquah, WA   10/2000 – 10/2003
WEB SITE MANAGER – INTRANET, ULTRASOUND DIVISION

Summary: Transformed a static company intranet site into a dynamic database driven site that is still viewed today as an essential company communication tool; Participated in a SMS wide initiative to consolidate common intranet content across the six operating companies that comprise Siemens Medical Solutions; Analyzed content and defined the requirements for moving the content to Interwoven, a content management system

Summary of Skills

Prototyping | Visual Design | Responsive Design | Mobile Design | Group Facilitation | Requirements Gathering | User Interface Design | Customer Focused Design | Customer Research | Usability Testing | Information Architecture | Sketching | Content Analysis | Scenario Writing | Storyboarding | Personas | HTML and CSS | Twitter Bootstrap

Education

MA - Kent State University, Kent, Ohio   BS - Miami University, Oxford, Ohio

Contact

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