

Chris Austin

Senior UX/UI Designer

<https://caustindesign.com/> | <https://www.linkedin.com/in/chris-austin-a2083a47/> | chris_austi@yahoo.com

Professional Profile

Passionate and results-driven Senior UX/UI Designer with over 20 years of experience in designing intuitive, innovative, and user-centered digital solutions. Adept at leading design teams, driving product strategy, and delivering seamless user experiences across complex platforms. Recognized for blending aesthetics, functionality, and usability to create products that resonate with users and achieve business objectives. Expert at translating user needs and data insights into actionable design strategies, with a proven track record of elevating product performance and enhancing user satisfaction. Committed to staying at the forefront of design trends, tools, and technologies to deliver next-generation user experiences.

Summary

- **20+ years of experience** in UX/UI design, with a strong background in product strategy, usability, and design systems.
- **Certified Usability Analyst (CUA)** with expertise in human-centered design and user research methodologies.
- **Proven leadership** in managing and mentoring cross-functional teams, driving design excellence, and fostering collaboration.
- Strong ability to design for both **desktop and mobile-first environments** with an emphasis on accessibility and responsive design.
- **Master of Science in Computer Information Systems** with extensive technical knowledge in software development and agile methodologies.
- Demonstrated success in delivering **user-centered design solutions** for high-profile clients, including K-12 education platforms, secure government systems, and enterprise applications.

Skills

- **UX/UI Design & Strategy:** Information Architecture, Wireframing, Prototyping, Interaction Design, Visual Design, Mobile-First & Responsive Design, Design Systems, Usability Testing, Accessibility (WCAG), User-Centered Design (UCD), Heuristic Evaluations, Persona Development, Journey Mapping
- **Product & Project Leadership:** Cross-Functional Collaboration, Roadmapping, Agile & Scrum, Design Thinking, Data-Driven Decision Making, Product Strategy, Marketing Research, Critical Thinking
- **Tools & Technologies:** Axure RP, Figma, Adobe Creative Suite, VS Code, Bootstrap, React, HTML, CSS, JavaScript, WordPress, Jira, Confluence, Azure DevOps, Google Analytics, Hotjar, Trello, Zoho Analytics, Lookback
- **Development & Integration:** Software Development Methodologies, Debugging, Mobile App Design, Responsive Web Design

Certifications

- **Certified Usability Analyst (CUA)**, Human Factors International, Denver, CO, 2014
Credential ID: 2014-5142

Education

- **Master of Science in Computer Information Systems (CIS)**, Bellevue University, Bellevue, NE, 2001
- **Bachelor of Science in Biology**, University of Nebraska at Omaha, Omaha, NE, 1996

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Employment History

Lead UX/UI Designer

InEight Inc., April 2017 – July 2024 (7 yrs 4 mos)

- **Led Comprehensive Product Design:** Directed the end-to-end design process for multiple InEight products, including mobile and desktop platforms, ensuring seamless user experiences that aligned with both user needs and business goals.
- **Mobile Design for InEight Compliance Mobile:** Spearheaded the design of InEight Compliance Mobile, a powerful mobile app that enables construction inspectors to capture photos, videos, voice recordings, and notes in one centralized location. Focused on designing intuitive, easy-to-use mobile interfaces to streamline on-site inspections, reducing time spent on documentation and improving overall data accuracy.
 - Designed key mobile features for capturing multimedia and notes, ensuring ease of use in challenging field environments, including offline functionality for seamless data capture in remote areas.
 - Worked closely with product teams to ensure the mobile app was aligned with compliance standards and business requirements, enhancing productivity for construction teams and improving regulatory reporting.
- **Strategic Problem Solving:** Utilized user research, data-driven insights, and iterative design to solve complex design challenges, resulting in improved product usability and adoption. Delivered designs that directly contributed to more efficient fieldwork processes and a reduction in errors during inspections.
- **Mentorship & Team Leadership:** Led and mentored a team of in-house and offshore designers, fostering a collaborative environment to ensure consistency in design quality and adherence to best practices across multiple projects. Elevated team performance by integrating feedback loops and improving design processes.
- **Process Optimization:** Instituted design systems and reusable components for consistency across InEight's product suite, enabling faster design iterations and easier collaboration across teams.

UX/UI Designer

Nelnet, April 2015 – April 2017 (2 yrs 1 mo)

- **User Experience Optimization:** Conducted extensive user research, including usability testing and interviews, to enhance the user experience of Nelnet's K-12 and higher education financial services platforms. Translated findings into wireframes, prototypes, and interactive UI components, improving task efficiency and customer satisfaction.
- **Mobile & Web Design:** Focused on mobile-first and responsive design for web applications, ensuring seamless cross-platform usability. Designed user flows and interfaces that improved user retention and reduced support queries.
- **Accessibility Champion:** Led WCAG 2.0 compliance audits and implemented accessibility enhancements across digital products, ensuring inclusivity and a broader user base.

UX/UI Designer,

NTT DATA, September 2013 - March 2015 (1 yr 7 mos)

- **Built UX Practices from Ground Up:** Established a UX team at NTT DATA, developing UX processes, creating reusable design assets, and driving the adoption of user-centered design (UCD) principles across client projects.
- **Integrated UX with SDLC:** Worked closely with development teams to integrate UX/UI principles into the software development life cycle (SDLC), ensuring user feedback was incorporated iteratively into design and development.
- **Usability Research Leadership:** Led numerous usability studies, surveys, and user testing sessions to enhance the functionality of security-focused applications for clients in various industries.

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Software Engineer II

Northrop Grumman, July 1998 – September 2013 (15 yrs 3 mos)

- **Software Development Leadership:** Designed and developed high-profile, mission-critical applications for national security and defense systems, including the Tactical Communications Support Processor (TCSP) and Joint Targeting Toolbox (JTT).
- **User Interface Design for Secure Systems:** Focused on developing secure and intuitive user interfaces for applications used by the Department of Defense, ensuring both ease of use and compliance with strict security protocols.
- **Cross-Functional Collaboration:** Collaborated with diverse teams, including security experts and intelligence stakeholders, to deliver impactful software solutions for national defense, improving operational efficiency and mission success.

Additional Information

- Strong knowledge of **agile methodologies** and experience working in cross-functional teams to deliver projects on time and within budget.
- Highly skilled in **user research**, including user interviews, surveys, persona development, and journey mapping.
- Deep passion for **mentorship** and growing design talent within teams.
- Experienced in designing for **complex, regulated environments**, including education, financial services, and government security systems.