

Rick Spencer

User Experience Designer
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I bring a mature design process that is a blend of industry standards and professional experience from across market sectors, platforms, form factors and user segments. I am looking to work with, or grow, an inspired and inventive design team.

Experience

User Experience Architect, POP; Seattle, WA Jun 2010—Current

Experience strategy development combining, user, business and market research
Information Architecture development for websites and experiences for major platform games, corporate communications, consumer e-commerce, technical applications and arts organizations

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

Responsible for growing design practice across company.
Provided UCD evangelism and education for product, sales and engineering teams
Performed all IxD and IA duties for one major redesign, and two minor releases

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

Established the role, value, and processes for UX across Engineering department
UX Lead for 2008-2009 major product release
Evangelized UX value and role across the company

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

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

Process and Accompanying Skills

Research/Synthesis

Defining the problem space can 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. Collaborative wireframing, brainstorming, mental models, Essential Use Cases, scenarios, storyboarding, comps, and user flows, are methods I've used 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

Affiliations

ACM PSSIGCHI – Puget Sound SIG Computer-Human Interaction
ASIS&T – The American Society for Information Science & Technology
IAI – Information Architecture Institute

Education

Lexington Community College, Lexington, KY – AAS, 2002

References

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