

# Steven Steiner

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## SUMMARY

I am an analytical UX leader who defines clarity from ambiguity for both agencies and in-house teams. My solid background in UX strategy, research, and human-centered design help me deliver strategic, intuitive, innovative, yet wonderfully elegant and simple solutions. I have done TV, kiosk, desktop, responsive web, and mobile experiences for Capital One, Freddie Mac, Honeywell, Kellogg's, UPS, Zebra Technologies, and more.

## WORK EXPERIENCE

**JPMorgan Chase & Co., San Francisco, CA**

**Sr. User Experience Designer (Contract)**

10/2017 – 01/2018

- Expanded online business banking features by creating an interactive prototype for a new account opening experience
- Established a standard shared storage and file name structure that supports plans for expanding team headcount

**ICF Olson, San Francisco, CA**

**User Experience Lead - Bay Area**

6/2016 – 8/2017

User Experience Manager, Richmond, VA

3/2015 – 5/2016

Sr. User Experience Architect, Richmond, VA

6/2014 – 3/2015

User Experience Architect, Richmond, VA

11/2013 – 6/2014

- Gathered and translated business requirements and brand characteristics for MGMA, UPS, and Freddie Mac into smart, effective, and elegant user experiences through user scenarios, interaction flows, wireframes, and prototypes
- Conducted multiple primary and secondary research techniques and methodologies including interviews, workshops, persona building, and customer journey maps with Zebra Technologies and Freddie Mac to drive experience strategy
- Continuously required to facilitate, present, communicate, and collaborate with external and internal teams
- Created project scopes, budget estimates, and sales presentations as the UX lead for new business pursuits to net new or current clients like CINTAS, PlayStation, and UPS
- Instrumental in establishing unified project artifact templates to standardize delivery across the agency
- Worked collaboratively with cross-functional teams in Chicago, Minnesota, California, Virginia, and India

**Capital One Financial, Richmond, VA**

**Sr. User Experience Architect (Contract)**

7/2013 – 11/2013

- Collaborated with key stakeholders across all lines-of-business to improve enterprise-wide findability

**VML, Kansas City, MO**

**User Experience Architect**

8/2011 – 7/2013

- Presented wonderfully simple solutions to external and internal teams at Honeywell, Kellogg's, Western Union and more with user scenarios, wireframes and prototypes for large-scale UX Initiatives
- Used interactive wireframes (demonstrating a more complete user experience than traditional, static wires) to advance prototype creation and presentation methodology across a team of 15+ user experience professionals

**Hearst Media Services, Seattle, WA**

**Display Advertising Campaign Manager**

6/2010 – 8/2011

- Developed and implemented a standard campaign performance report process for 25+ Account Executives who's accounts included Alaska Airlines, Broadway Across America, Intel, LiveNation, Seattle Seahawks and more
- Managed 100s of digital marketing CPC and CPM campaigns across multiple platforms including SeattlePI.com, Yahoo! Ad Network, Facebook, Email, and SEM to ensure appropriate delivery to maximize ROI for clients

## EDUCATION

University of Washington, Seattle, WA

**Bachelor of Science in Informatics - Human-Computer Interaction (HCI), Information School**

**Certificate in Sales, Michael G. Foster School of Business**

- **Related Coursework:** Information Needs Searching and Presentation, Information Systems Analysis, Design and Development of Interactive Systems, Information Visualization and Aesthetics, Sales Force Management, Marketing Concepts, Principles of Selling, Interpersonal Communication, Public Speaking and Psychology

## SKILLS

### Process and Delivery

- Agile Methodology, Design Thinking, Discovery Workshops, Gather Business Requirements, Prioritization Roadmap, Stakeholder Interviews, Persona Development, Research Methodologies, Heuristic Evaluation, User Flows, Customer Journey Maps, Site Maps, Responsive Web Design, Mobile First Design, Wireframes, Prototypes, Qualitative Research, Quantitative Research, Usability Testing, Design System, Graphic Design, and Functional Documentation

### Hardware and Software

- **Expert:** Axure RP Pro, Google Drive (Docs, Sheets, Slides, Other Extensions), Microsoft Office (Excel, PowerPoint, Visio, Word), Sketch, Slack, Social Media (Facebook, Twitter, LinkedIn)
- **Proficient:** Adobe Creative Cloud Suite (Experience Design, Illustrator, InDesign, Photoshop), Android, Balsamiq, HTML & CSS, InVision, Mac iOS, OmniGraffle, Keynote, UXPin, WordPress
- **Working Knowledge:** Adobe AEM, Drupal, Google Analytics, JavaScript, Principle, SEM, SharePoint