

Chuck McKinnon

- Objective** A leadership position with a user experience team. I want to help grow the business by integrating customer research, rapid prototyping, usability testing and other UX techniques into every development project.
- Skills Summary** Experienced web, software and hardware UX specialist. Proven ability to integrate user experience work with existing processes, including Agile. Work well in a team setting – can build consensus around a decision. Exceptional presentation and speaking ability. Work responsibly and productively without supervision. Very strong programming background (have written a C compiler). Fluently bilingual (English/French).
- Work Experience**
- Jan 2008 – Feb 2009 Veer, Inc. Calgary, AB
Senior User Experience Designer
Created a five-point plan for delivering a 50% increase in sales on Veer.com. Completed phase one in Nov 2008 resulting in a durable 12% increase at that step of the conversion process. Created a new image keywording tool, in collaboration with ThoughtWorks, that produced order-of-magnitude efficiency gains for common tasks e.g. 5:1, 10:1, 24:1, 33:1. Learned to combine UX work with Agile methodologies; ThoughtWorks has published a case study based on our shared experience. Hired to build and lead a UX team; curtailed by Corbis' acquisition of Veer, which eventually led to the elimination of my role.
- Oct 2006 – Jan 2008 QuIC Financial Technologies Calgary, AB
Technical Project Manager – GUI Team
Founded and led the team that created QuIC Analyzer, a data visualization GUI enabling portfolio risk managers to interpret financial simulation data and decide how to allocate billions of dollars in capital. Worked with stakeholders at all levels to collect and define product requirements, then broke those down into release schedules. Used .NET 3.0 (WPF) and third-party technologies to speed our time to market and enable rapid improvement to future releases. Completed a successful Oct 2007 demo in London, UK of pre-release v1.0
- Mar 2002 – Oct 2006 SMART Technologies Inc. Calgary, AB
User Experience Team Lead
Founded and led the User Experience team at SMART. In February 2006, the SMART Board 600 won “Best User Functionality” at the China Industry Design Competition, beating the iPod nano. Developed an interface for SMART Notebook 9.0 (15,000,000 users) that increased usable writing area by 45% over v8.0, while improving task performance speed. SMART Board sales doubled the year following release. Led the team that took the Bridgit Services 2.0 web subscription interface from a 100% failure rate to a 95% success rate in three weeks.

Organized and led customer research visits at more than 30 sites in North America and the UK. Wrote and managed release forms, trained and supervised site visit teams, collected data, and evangelized results. Successfully migrated separate community, content and product sites to a new, unified interface at education.smarttech.com while growing site traffic beyond the 2,000,000 hits per month the old sites were receiving, combined. Integrated heuristic evaluation, cognitive walkthroughs, and usability testing into the project processes of SMART's highest-profile software and websites. Taught prototyping and visual design skills to over 60 developers. Reported monthly to senior executives on progress with UX initiatives. Prior to 2004, was a Visual Studio .NET (C++/COM) programmer for Notebook 8.0, 8.1 and 9.0.

Sept 2001–Feb 2002 GDM Software Calgary, AB

Programmer

Developed a text-matching system for matching words with their conjugations, plurals, and synonyms; used in CAD/CAM/GIS QA software.

Aug 2001–Feb 2002 Faculty of Mgmt, Univ. of Calgary Calgary, AB

Web Programmer/Database Developer

Created web version of entrepreneurial profiling tool by Dr. Peter Robinson. Designed and implemented all database tables, JSP/Java servlet code and HTML markup. Used Linux, Apache, JDBC and MySQL.

Dec 1996–Sept 2001 GDM Software Calgary, AB

Technical Writer/Publication Manager

Created and implemented a single-source document strategy that cut error rate and maintenance time by 50%, and reduced help-file creation time from three weeks to five minutes.

Edited input from two contributors and combined that with own writing to produce a 350-page user manual and 80-page software demo document.

Developed full-day training course for clients on GDM's QA software.

Met tight deadlines. Worked unsupervised (telecommuted) for four years.

Other Relevant Experience

PalmOS development

Developed and currently sell RoadLog, a mileage tracker for PalmOS with one-touch export to Excel. Also crafted RoadLog's standards-compliant website, PHP-based registration code generator, and ecommerce integration

Education

Fall 2006 & Spring 2003 University of Calgary Calgary, AB

Graduate coursework in Human Computer Interface design

Two graduate-level courses (CPSC 699.81 and 701.81) in HCI.

Sept 1997–Dec 2001 University of Calgary Calgary, AB

B.Sc., Computer Science

Two undergraduate courses in HCI (CPSC 481/581).

Wrote a C compiler for SPARC: 20,000 lines of C code (CPSC 510).

Languages(human)

Fluently bilingual English/French. Read & speak French with near-native fluency; write competently. "Culturally fluent"; lived in France for 2 years.

References

Available on request, or see <http://www.linkedin.com/pub/2/48/960>