

Chris Havranek // User Experience Designer

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Skills

- Software: Balsamiq, Omnigraffle, Axure, InDesign, Photoshop, Illustrator, iWork, Microsoft Office
- Basic knowledge: HTML, CSS, JavaScript and jQuery
- Deliver heuristic audits, journey maps, user flows, site maps, wireframes and prototypes
- Design responsive, mobile and desktop based experiences
- Research a client's target audience & industry to inform strategies
- Collaborate with clients and team members during creative brainstorm sessions

Employers

Blizzard Entertainment // User Experience Designer // Jul. '14 – Current

- Own the user experience for the Support Site (battle.net/support) with an average of 4M visitors a month
- Complete a heuristic review, competitive analysis, stakeholder interviews and content audit to be used for new employee onboarding and future projects
- Plan and execute a redesign of the Support Site with the goal of building it responsive and more contextually aware of users
- Recruit for and moderate usability testing sessions aimed at informing the Support Site redesign

Periscope // User Experience Designer // Feb. '13 – Apr. '14

- Collaborate with the team and clients to develop physical and digital multi-channel strategies
- Create prototypes using paper, Omnigraffle or Axure to solution problems
- Work closely with designers and developers in an agile workflow
- Clients: Bronson Healthcare, Buffalo Wild Wings, Cox Communications, Great Clips, Phillips, Target, Dreamworks

AIMIA // User Experience Architect // Jan. '12 – Feb. '13

- Deliver detailed product audits and content strategy solutions for complex websites and software
- Help clients improve products by rethinking their flow of information and processes using service design
- Assist in rebuilding the UX department to be more imbedded within all phases of projects
- Train in associate level UX team members to learn company standards and ideal workflow
- Clients: Allsteel, Coke, Delta, GM, Hallmark, Michelin, Oracle, SCB, and Subaru

Hello Viking // User Experience Specialist // Jan. '11 – Jan. '12

- Introduce user experience design to Hello Viking and their clients
- Prepare, moderate, analyze & write reports for qualitative & quantitative research: user acceptance testing, focus groups and surveys
- Wear multiple hats to successfully complete projects within a small company
- Clients: 3M, PwC, Better Business Bureau, Carlson Marketing, Tracy Anderson

Minneapolis College of Art & Design // Communications Associate // '10 – '11

Cerego // Tokyo, Japan // Branding Consultant // '09

Jane McGonigal // User Experience Intern // '09

Education

Minneapolis College of Art and Design // '10

Bachelor of Science: Branding, Marketing, PR

Temple University — Tokyo, Japan // '09

International Marketing, Japan Culture

Volunteer

TEDx Mill City // Live Tweeter // '10

Tedx Twin Cities // Welcome Staff // '10

MIMA Student Chapter // Secretary // '09

Honors

2010 Visualizing the Future Exhibition

2010 Van Derlip Grant