

**Chris Havranek**  
**Senior User Experience Designer**

[chrishavranek@gmail.com](mailto:chrishavranek@gmail.com) // [www.chrishavranek.com](http://www.chrishavranek.com) // [@Chrishavranek](https://www.linkedin.com/in/chrishavranek) // [LinkedIn](#)

## **Skills**

- Specialties: Interaction design, product design, information architecture, UX research, service design, design workshops, and accessible/inclusive design.
- Software: Figma, Sketch, InVision, Axure, Balsamiq, Omnigraffle, Adobe XD, InDesign, Photoshop.
- Deliver heuristic audits, journey maps, user flows, card sorting, site maps, wireframes, and prototypes.
- Plan, execute, and analyze usability tests, surveys, focus groups, and contextual inquiries.

## **Employers**

### **Blizzard Entertainment // Senior User Experience Designer // Jul. '19 – Current**

- Own the user experience for the Blizzard support site with an average of 4M visitors a month. This includes the internal knowledge management platform and several other internal tools used across global teams.
- Led the product design of the Esports tournament scheduling tool and the third-party tournament license management tool. With a small team, I shifted our focus from ad hoc feature requests to a more wholistic approach of addressing opportunities based on prioritized user feedback and business needs.
- Regularly analyze qualitative and quantitative data to discover opportunities to improve business metrics and the overall user experience.
- Trained to become the department's subject matter expert for accessibility compliance and inclusive design. I work with all our designers, engineers, and QA to build this in to each discipline's responsibilities.
- Plan and carried out a redesign of the Support Site with the goal of building it responsive and more contextually aware of users.
- Recruit, moderate, and summate usability testing sessions using prototypes and production content.

### **Blizzard Entertainment // User Experience Designer // Jul. '14 – Jul. '19**

#### **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