s

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**Bryce Flynn**

**Information Architect**

**Principal UX Designer**

Selected Accomplishments

**2016** Designed mobile app to cut service agreement defaults

**2016** Established User Research Center: equipment, process, templates and deliverables

**2015** Wireframes alone retained a $100M client

**2014** Efficient process created UI designs that outpaced development capacity by 6 months

**2012** Designed the UI for corporation’s first-ever “under-budget” IT project

**2010** Designed and coded a production-ready prototype for securities finance

**2009** Led discovery workshops that achieved a $5M cost-savings for a defense client

|  |  |  |
| --- | --- | --- |
| By The Numbers | | |
| **25** | Enterprise solutions designed for banking, event management, finance, government, healthcare, hospitality, pharma, public education, transportation and securities investing | |
| **8** | Years working in Agile; 6 as a Certified Scrum Master | |
| **6** | Leadership roles | |
| **20+** | Requirements and design workshops led | |
| **100+** | User research studies: contextual observations, usability tests, interviews and surveys | |
| Tools | | Skills | |
| • Adobe CC 2016 (Acrobat Pro, Dreamweaver, Illustrator, InDesign, Lightroom, Photoshop) •  Axure • Advanced Microsoft Office 365 •  InVision • Sketch • TechSmith (Camtasia Studio, Morae & SnagIt) | | • User experience design • Agile • Business analysis • Content writing • Card-sorts • Customer journeys • Design workshops • Information architecture • Logo design • Mockups • Personas • Storyboards • Story maps • Usability tests • User stories • Wire frames | |

Experience

Boston North Partners LLC February 2016 – Present  
Greater Boston Area

Independent Consultant

UX design, workflows, content creation, visual design and digital strategy for Commerce CX, Disruptor Beam, State Street Global Partners, and assorted small businesses.

Collaborative Consulting July 2015 – February 2016  
Burlington, MA

Principal Information Architect (Permanent)

Designed mobile and desktop enterprise applications for State Street Bank and a large pharma client.

Mentored and guided the work of intermediate and junior UI and visual designers.

Founded the User Research Center; setup the Usability Lab and authored templates for all deliverables.

Sabre Hospitality Solutions March 2015 – July 2015  
Watertown, MA

Senior Interaction Designer (Contract)

Designed a visionary enterprise platform for call center representatives.

Randstad Technologies (Contractor) February 2014 – January 2015

TIAA-CREF Financial Services   
Downtown Boston

User Experience Lead

Business analysis and interaction designs for the “Next Generation” platform for financial advisers.

Fidelity Management Research Company   
Downtown Boston

Senior Information Architect

Business analysis and interaction designs for a solution for executive investment strategists

PAREXEL International May 2012 – February 2014  
Billerica, MA

Principal User Experience Architect (Permanent)

Designed an enterprise solution to plan and price multi-national clinical trials; an auditable reg-compliant document management system, and a corporate intranet based on SharePoint. Established the User Research Practice and usability test capabilities.

Liberty Mutual Agency Corporation September 2011 – May 2012  
Downtown Boston

Senior User Experience Analyst (Temp-to-perm)

Designs for policy quotations, product-line financial analysis, and registering agents & agencies

SunGard Securities Finance April 2010 – September 2011  
Salem, NH

Senior Interaction Designer (Permanent)

Designs for securities trading, securities loan recalls and reconciliation of orphan transactions

Endeca October 2008 – December 2009  
Cambridge, MA

Product Design Lead (Permanent)

Designs for faceted search & refinement, engineering parts specification, military products and warranty-claim analysis

Optaros, Boston, MA September 2006 – October 2008  
Downtown Boston

User Experience Architect (Permanent)

Designs for airport signage, call-centers, medical products, convention event management, developer communities, mobile apps testing, private wealth management, a professional sports website

Education and Professional Affiliations:

* BS in Business Management (University of Phoenix, 2011)
* Certified Scrum Master (Scrum Alliance, 2010)
* User Experience Design certification (Bentley University, 2006)
* Web Designer certification (Boston University, 2000)
* ACM SIG-CHI (Special Interest Group - Computer Human Interaction)
* Usability Professionals Association