

# Neil Graham

Hi! I'm a multidisciplinary designer with over 23 years of experience. I create easy-to-use, beautifully crafted, enjoyable user experiences grounded in user insights and solid design principles. Let's work together.

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## Experience

### **Sr. UX Designer, C4i Training & Technology**

May 2021 to present

This position is embedded within the UX/HFE team at **General Dynamics Mission Systems - Canada**. Responsibilities encompass a blend of UX design, research and human factors. I work in collaboration with stakeholders to gather user data and insights, define objectives, design applications, generate UX artifacts and provide support to our engineers.

- Re-design of legacy apps used by Canadian Armed Forces users in the field. User research insights are employed to prioritize features and inform user-centric designs, remove user pain points and craft enjoyable experiences. Designs are validated with iterative user testing and feedback.
- Design and maintenance of our software style guide and design patterns
- Assist researchers with design and layout of user personas.
- Participate in user workshops to re-design visual branding of the communications suite of applications (icons, logos, naming and colour palette).
- Draft, summarize and refine HFE technical documents and artifacts (i.e.: hardware characterization analysis, task flows summaries and user event reports).
- Collaborate with researchers to prepare design prototypes and scenarios for user events and testing. Provide support and guidance to engineers during app development.
- Draft comprehensive stories and tasks during the planning phase for all upcoming sprints.

### **UX Designer, ATB Financial**

June 2018 to March 2021

As a member of the Team Member Tools group, our objective was to transform complicated legacy banking system applications into simple, enjoyable experiences. Our process was collaborative, with designers working in partnership with research in iterative design cycles to support multiple squads of developers and product owners.

- Primary designer of Business & Retail Onboarding Express, Debit Card Maintenance and Wire Transfers App. Worked collaboratively on ATB Unleashed, a reimagined CRM used to manage multiple customer types, activities, products and financial data.
- Actively participated in monthly discovery workshops with stakeholders to provide user insights, identify pain points and prioritize features and business goals.
- Collaborated with our research team to prepare scenarios and prototypes for testing.
- Maintained our style guide and created animated micro-interactions when required.
- Supported product owners writing stories for sprint with design comps and rationale and provided design support and guidance to our development team during production.

## Expertise

UX, visual & motion design  
Wireframing / Prototyping  
User testing  
Style guides  
Creative direction  
Video & audio editing  
Illustration  
Storyboarding  
3D

## Tools

Pencil / paper  
Adobe Creative Suite  
Axure / Figma / Sketch  
Invision / Zeplin  
After Effects / Premiere  
Blender / 3DS Max  
HTML / CSS

# Experience (continued)

## **Sr. UI / Motion Designer, ATB Financial**

September 2008 to June 2018

- Provided leadership and creative direction to our motion and video teams.
- Worked closely with project managers, creative directors and our in-house agency managing multiple projects and timelines.
- Met with our internal clients to help develop concepts and campaigns.
- Created storyboards, animations, videos and UI design for a variety of channels.

## **Sr. UI / Motion Designer, B3 Communications**

January 2005 to September 2008

- Provided creative direction to our designers and developers.
- Created wireframes, visual design mockups, animation and motion graphics for web and interactive applications.
- Assisted with the build out of websites and interactive applications in collaboration with our design and development teams.

## **UI / Motion Designer, RealWorld Media**

July 2000 to January 2005

- Designed websites, interactive applications, print collateral and motion graphics.
- Concept development (story boards, wireframes), interactive design, film and television visual effects and motion graphics.

# Education

## **Certified Experience Designer, Akendi**

Provided a foundation of the UX research and design processes, tools and techniques through theoretical and practical application exercises.

## **Bachelor of Fine Arts (Intermedia/Multimedia), Emily Carr Institute of Art & Design**

Majored in animation and interactive design. Also studied film, sound design and illustration.

## **Bachelor of Fine Arts (Graphic Design), University of Manitoba**

Majored in graphic design. Also studied typography, photography, sculpture and studio drawing.

REFERENCES AVAILABLE UPON REQUEST