

Résumé for
Chris Masterton

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Profile

More than **twelve years of usability, interaction design, and information architecture** experience. Over forty successful large and medium scale **web-based, pc-based and mobile-based** software projects. Excellent understanding of **user experience strategy**, current technology and usability best practices. Pragmatic, independent thinker, with **strong problem solving skills** and a comprehensive knowledge of software engineering processes. Highly motivated, precise and fast working.

Employment History

- **Owner and Lead Interaction Designer**
Optimal User Interfaces Consulting
Vancouver, B.C.
(2004 - Present)
- **Senior Human Factors Engineer**
Nokia Mobile Phones
Vancouver, BC
(2002 - 2004)
- **Senior Usability Specialist / Interaction Designer / Information Architect**
TELUS Enterprise Solutions (formerly Columbus Group)
Vancouver, BC
(2000 – 2002)
- **User Centered Designer / Software Developer**
IBM Canada - Pacific Development Center
Burnaby, BC
(1998 – 2000)

Teaching / Publication History

- **Instructor for User Interface Design**
Software Engineering Program
University of British Columbia, Continuing Studies
Vancouver, BC
(2001 - Present)

- **“Small-Screen Interfaces” for *Beyond The GUI***
Edited by Philip Kortum
Published by Morgan Kaufmann
(2008)

Education History

- **Bachelors Degree in Cognitive Science**
Simon Fraser University
Burnaby, BC
(1993 – 1998)
- **Certificate in Computing Science**
Simon Fraser University
Burnaby, BC
(1993 – 1998)

Portfolio

- **Electronic Arts**
Lead Interactions Designer and Information Architect for a massive interactive community portal used by all EA Sports games.
- **IBM**
Requirements gathering, UX strategy and interaction design for Neiman Marcus' new supply chain management replacement system.
- **Microsoft Big Park**
UX strategy, requirements gathering and interaction design for a complex web based game.
- **Motorola**
Interaction design for various models of Motorola's next-generation mobile phones.
- **Nokia**
Full lifecycle interaction design including requirements gathering, interface design and usability testing for Nokia's high-end Series 60 smart phone operating system.
- **Yahoo Research**
Interaction design and information architecture for Yahoo Research's information portal website.

Several more examples (including screenshots) can be found at my website:
<http://www.optimalinterfaces.com>

Skills

- **Interaction Design Skills**
 - User experience strategy
 - Requirements gathering
 - Task analysis
 - Competitive analysis
 - Information architecture
 - Wireframing (UI Prototyping)
 - Heuristic evaluation
 - Usability testing
- **Wireframing Tools**
Axure, OmniGraffle, Visio, Balsamic, SketchFlow, HTML, Paper
- **Usability Tools**
Morae, Ethnio, SilverBack

Professional Memberships

- **Association for Computing Machinery**
Computer Human Interaction Special Interest Group (SIGCHI)
- **Usability Professionals' Association**
- **Vancouver User Experience Group**

Personal Interests

In my spare time, I enjoy the outdoors and staying active. I have a deep love for music in many forms including jazz, electronica and hip-hop. I write a blog that deals with science & technology news and issues.

More Information

- More information can be found on my website at: <http://www.optimalinterfaces.com>
- References available upon request