

Résumé for  
**Chris Masterton**

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Canada

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### *Profile*

More than **ten years of usability, interaction design, and information architecture** experience. Over twenty successful large and medium scale **web-based, pc-based and mobile-based** software projects. Excellent understanding of 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.
- **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.
- **Motorola**  
Interaction design for various models of Motorola's next-generation mobile phones.
- **TELUS Corporation**  
Interaction design and usability testing for the on-line TELUS Store of Canada's second largest communications company.
- **University of Minnesota**  
Requirements gathering, interaction design, information architecture and usability testing for the student services website of this major US university.

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

## *Skills*

- **Interaction Design Skills**
  - Requirements gathering
  - Task analysis
  - Use case creation
  - Information architecture
  - Competitive analysis
  - Wireframing (UI Prototyping)
  - Heuristic evaluation
  - Usability testing
  
- **Wireframing Tools**  
Axure, OmniGraffle, Visio, HTML, Visual Basic, Powerpoint, 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 run 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