

# STEFAN DICKERSON

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## OVERVIEW

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Stefan Dickerson has been designing software professionally since 2010. He has a proven record of product and process improvements that began before his design career started. He applies broad and detailed focus to a wide variety of projects, including web and native applications, across various operating systems and form factors, and is confident in all design phases of a project. Stefan holds a Bachelor of Industrial Design degree with Distinction, and thrives in collaborative, multidisciplinary and Agile environments, where the team objective is the timely design and development of exceptional software experiences.

## SKILLS

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### PROFESSIONAL EXPERIENCE

- Requirements Gathering
- Research Support
- Usability Evaluation
- Stakeholder and Subject Matter Expert Interviews
- Prototyping
- Storyboards and Personas
- Workflows and Wireframes
- Concept Ideation
- Information Architecture
- Design Patterns
- Mental Models
- Designing to Technical and Other Constraints
- Development Support and Collaboration
- Documentation
- Microinteractions

- Icon Design
- Presentation Skills and Public Speaking
- Incorporating Feedback
- Tracking Action Items

### PLATFORM EXPERIENCE

- Mobile (iOS, Android, Blackberry)
- Desktop (PC, Mac)
- Web (Responsive)

### DESIGN TOOLS

- Adobe Suite (Illustrator, Photoshop, Acrobat, InDesign, Fireworks, After Effects, Dreamweaver)
- Pen and Paper
- OmniGraffle

- Balsamiq
- Prototyping tools (POP, InVision, Flinto, Marvel)
- Google Drive Documents
- MindNode

### OTHER SOFTWARE TOOLS

- Microsoft Office Suite (Word, Excel, Powerpoint, OneNote)
- Productivity (Evernote, OmniFocus, Trello)
- Product Design (Solidworks, Inventor, AutoCAD)
- Music and Audio Production (Logic Pro, Cubase, Wavelab, Presonus Studio One)

## WORK EXPERIENCE

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*Nov '10 – present*

### User Interaction Designer (Contract)

Macadamian Technologies, Ottawa, ON

Produce interaction concepts, sketches, wireframes and prototypes for products ranging from mobile to enterprise • Review stakeholder needs, client strategy, existing product landscape • Provide development support • Provide research support • Validate designs against architectural, branding and other constraints • Work in an Agile environment

**SELECTED MACADAMIAN CLIENT WORK**

*Jan – Mar '15*      An Electronic Healthcare Records Product for Clinic use, for a Healthcare IT Company  
Provided research assistance for a summative testing project. Received orientation on existing application. Devised scenarios and patient profiles for testing. Took notes during usability test sessions. Measured deviations and errors. Analyzed and summarized findings with recommendations.

*Sep '14 – Feb '15*      A Nursing Home Software Product for a Healthcare Software Company  
With another designer, received orientation on existing application. Conducted an informal experience mapping exercise and uncovered end-user pain-points. Conducted a heuristic evaluation. Collaborated on new patterns and task flows for specific parts of the application that could be generalized. Illustrated flows for customer feedback and stakeholder buy-in purposes. Developed design patterns for wizards, forms, registers, reports, modeless feedback, settings screens, active and passive notifications, complex item pickers, search, chart navigation. Allocated and guided visual design efforts. With product owner, scoped the mobile (smartphone) version of the application. Guided the adaptation of the design for mobile.

*Oct '14*              A Healthcare IT Solutions Company  
Converted a 60+ screen Flinto iPad prototype from Balsamiq-fidelity to high-fidelity for an upcoming trade show, with client feedback and sign-off, in three days, using a set of visually designed comps in Illustrator.

*Jul '14*              An Operational Metrics Monitoring Service  
Interviewed client re: their business environment and customer objectives. Reviewed their web app. Authored a usability report including recommendations.

*May – Jun '14*      A Social Media Analysis and Management Company  
Produced concepts and prototypes for interactive visualizations of market data.

*Mar '14*              An Interactive Shopping Assistance Solution  
Interviewed client on web app functionality, purpose and customer value. Reviewed the app experience and assisted on a heuristic evaluation of it. Provided recommendations and alternatives in the evaluation.

*Sep '13 – Sep '14*      A Telecom Solutions and Infrastructure Client  
Co-led a workshop capturing the complexity of a product, the multiple touch-points and started defining coherent mental models to support a fresh, approachable, responsive and touch-compatible front-end design. Interviewed Subject Matter Experts to validate concepts while uncovering new technological details. Negotiated feature complexity and ease of use with Product Owners to optimize customer value. Identified usability risks in the designs. Directed user testing research efforts. Supported testing with prototypes and other stimulus materials. Translated research findings into design adaptations. Adapted designs to preserve the experience under technical constraints. Observed regular product demos and provided feedback to developers. Created a standard design pattern for configuring handsets that is feature-oriented rather than key-oriented. Guided the implementation of this pattern to a diverse range of handsets from different manufacturers.

*Jul – Sep '13*      An Electronic Health Records Solution for a Healthcare Services Company  
Improved the interaction of a technically advanced, but tricky word-cloud-based note-taking module for doctors and made it tablet-compatible. Performed similar improvements with a dictation and natural language processing module. Reviewed designs with Product Owners and Subject Matter Experts.

*May – Sep '13*      A Mobile OS Company  
Assisted on adapting some workflows in a native app to other platforms. Coordinated asset requirements. Redlined screenshots of builds. Dimensioned layouts to preserve the experience across various screen resolutions and aspect ratios.

*Apr '13*              A Mobile Phone Company  
Conceptualized and refined designs for three demo apps. Validated concepts with target users. Directed visual asset production. Provided development support. Wrote support documentation for representatives to demo the apps at a conference. Worked under tight deadlines, six week overall project.

**SELECTED MACADAMIAN CLIENT WORK (CONTINUED)**

*Oct – Dec '12*      A Car Rental Company

Oriented by client on a powerful but unintuitive piece of fleet tracking software. Captured business, project and user goals, and technical constraints. In ten working days (split evenly with a visual designer), gave the application a coherent face, by laying out controls and indicators according to a clear hierarchy, optimized for the most common use cases by a low-skill user. Represented the design in approx. 20 annotated wireframes and 3 high-fidelity visually designed screens.

*Sep '12*              A Consular Management Software Vendor

Evaluated a web app for a restricted-budget project, identifying easy-to-implement improvements that would have a significantly positive UX impact.

*Feb '12 – Apr '13*    An Electronic Health Records Software Company

Translated existing desktop EHR software experience to iPad. Advised on a timeout mechanism that preserves patient data security with minimal user disruption. Researched requirements for leveraging location-awareness and cloud-based map services. Designed a pattern to facilitate exploration of large and diverse sets of Lab Results data. Designed more efficient interactions for the Rx writer. Consulted with subject matter experts regarding the Rx writer's Meaningful Use compliance. Demoed and validated Rx writer design using video simulations and prototypes. Created specs for Rx writer implementation. Established a gesture and transition language for the app as a whole to suggest a navigable meta-layout.

*Jan – Feb '12*      A Telecom Company

Extended the design of an existing soft phone and conference call product to include Priority Call-related features.

*Aug – Dec '11*      A Ventures Division of a Communications and Networking Company

Produced concept designs for a video downloader app. With two other UX designers, produced detailed designs of four versions (Phone and tablet versions of iOS and Android). Merged design contributions into a single design document. Led design reviews and managed document versioning. Guided development efforts with approved designs.

*Jul – Oct '11*      A Science and Medical Publisher and Content Provider

Designed concepts that extend upon an existing site to support nurses in collecting and sharing literature. Supported user testing of these concepts with stimulus material. Annotated wireframes with user testing results.

*Jun – Jul '11*      A Video Production Hardware Company

Designed interactions for a hardware controller in conjunction with a visual designer and development team.

*May – Jun '11*      A Science and Medical Publisher and Content Provider

Improved the design of a retrieval system for patient handouts to support accessing content written in many languages.

*Apr '11*              An Electronic Device Company

Animated transitions in a card stack arrangement of open applications using Flash and ActionScript 3.

*Feb – Mar '11*      A Trade Association

Sketched preliminary concepts for a web service to help real estate agents manage advertisements on MLS and other online marketplaces.

*Feb '11*              A Video Production Hardware Company

Evaluated usability of a hardware controller, which led to an engagement to redesign their controller.

*Feb '11*              An Electronic Clinical Software Company

Produced a large (over 100 screens) prototype to test a navigation and layout design by testing users' ability to complete a number of tasks.

*Nov '10 – Jan '11*    A Virtual Event Website

Sketched concepts for virtual events featuring a "host-celebrity" format and the chance for attendees to meet him/her. Designs featured attendee, moderator, host and celebrity perspectives.

## WORK EXPERIENCE (CONTINUED)

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*Sept – Oct '10*

**Design Assistant (part-time / on call)**

DW Product Development, Ottawa, ON

Provided support to design team • Conducted environmental testing of prototypes • Produced a realistic full-size rendering of an interactive kiosk

*Nov '09 – Apr '10*

**Technical Illustrator**

DEW Engineering and Development, via AIM Personnel, Ottawa, ON

Supported a writing team producing military vehicle manuals • Liaised with writers by sketching layouts and orientations that best convey the system being depicted • Searched 3D model data in the Vault and generated new 3D content as required • Produced exploded and breakout views with Autodesk Inventor Routed Systems 2008 • Maintained status records of multiple assignments for multiple writers

*May – Aug '08 • May – Aug '07 • Jul – Aug '06*

**Mechanical Assistant / Draftsperson / 3D Modeler**

Canadian Space Agency (via Adecco, Drake Int'l employment agencies), Ottawa, ON

Documented a complex pipe run at David Florida Laboratories and designed a single coherent schematic • Measured and 3D modeled four test chambers with Autodesk Inventor 10, enabling clients to ensure fit of their test articles before they arrive • Developed a concept and specification for a removable baffle system for onsite cleaning, the first of its kind for CSA • Assisted in maintaining/upgrading vacuum test systems (installing large valves and pipe parts, wiring, and customizing cabinetry)

*May – Jul '06 • Apr '04 – Sep '05*

**Draftsperson / 3D Modeler / Mechanical Designer**

N. E. Hagedorn & Sons Limited, Paisley, ON

Designed beater frame systems for three new manure spreaders • Updated parts book tables and illustrations • Communicated technical information with outside parts manufacturers

*Aug '04 – May '05*

**Installer**

Advanced Business Interiors (ABI), Ottawa, ON

Installed and serviced office furniture and partition systems • Investigated and repaired malfunctioning office products on service calls

*Sep '03 – Aug '04*

**Laborer**

Randstad Interim, Kelly Services, Ottawa, ON

Undertook various temporary assignments (light industrial sector) • Introduced to ABI by Randstad (Feb '04)

*Oct '99 – May '03*

**Fabricator / Draftsperson / Information Manager / Desktop Publisher / Mechanical Designer**

N. E. Hagedorn & Sons Limited, Paisley, ON

Played a major role in modernizing their practices • Converted parts drawings from paper to CAD and developed a drawing retrieval system in Excel that reduced retrieval time from 10 minutes to 10 seconds; new system was more conducive to preservation and easy review of the product line's design history • Analyzed retrofit scenarios and designed/produced parts books, simplifying the task of parts ordering • Developed an Excel process for translating sales forecasts into materials usage projections; this process reduced the task from 48 hours to 4 • Produced brochures, sales literature • Assisted in laying out a new plant • Fabricated parts in a machine shop setting (first nine months) • Identified and addressed several troublesome ambiguities in manufacturing processes

## WORK EXPERIENCE (CONTINUED)

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*Feb '99 – Dec '02*

### **Self-Employed**

Stefan's Sound Studio Service, Kincardine, ON

Provided services including music recording, digital editing, mixing, restoration & preservation of audio materials

## EDUCATION

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*Sep '05 – Apr '09*

### **Bachelor of Industrial Design, with Distinction, Carleton University, Ottawa, ON**

Thesis Project: a flexible public lighting system that leverages LED technology, enabling targeted lighting and eco-efficiency

Electives: Advanced CAD, Sustainable Design, Exhibition Design, Cognitive and Social Psychology

## AWARDS

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*Apr '09*

**Purvins Memorial Award** for excellence in working in the school's project-building shops

**Dean's Award** for innovation through collaboration with industry partners

## PUBLICATIONS

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Dickerson, S. with Chimbuya, A. (2008). The implications of incremental product improvements. In B. Burns et al. EcoSuss (pp 124–130). Ottawa, ON: Brian Burns and the School of Industrial Design.

## OTHER INFORMATION

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References: Please contact me for employment and academic references • Teamwork, brainstorming & leadership • Presentation skills • Creativity on-demand • Independent, fast learning • Teaching • Troubleshooting • Mechanically inclined • Security Clearance: Level II (Secret)