Stefan Dickerson

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My design practice uses a balance of team collaboration and focused refinement to transform requirements, stakeholder inputs and ideas into coherent, polished and feasible user experiences.

Experience

SENIOR USER EXPERIENCE DESIGNER

SOLARWINDS MSP / N-ABLE
2020 – 2021

Designed new features from product management in iterative consultation with engineers, partners and UX (User Experience) leadership. Engaged with online user communities about feature requests. Produced detailed stimulus materials for user testing. Co-interviewed partners during show-me sessions; took notes and synthesized findings. Helped position the UX effort in planning ceremonies as we adopted a new agile framework.

INTERACTION DESIGNER (CONTRACT)

SCIEMETRIC INSTRUMENTS
2017 – 2019

Introduced UX practices to an engineering-centric team. Conducted workshops to gain and share domain knowledge among department leads. Simulated a software implementation that helped secure a customer in a new industry sector. Developed a UX vision for their latest software offering.

INTERACTION DESIGNER (CONTRACT)

MACADAMIAN TECHNOLOGIES
2010 – 2017

Over forty unique client-facing software and web projects in deep domains including healthcare and telecom, bringing out the best user experiences possible under technical and other constraints.

PROJECT FACILITATOR, PROFESSOR, PRINCIPAL INVESTIGATOR

ALGONQUIN COLLEGE
Jan – Dec 2016

Supervised ten concurrent student teams and managed two independent student-client projects (websites and mobile apps). Helped students navigate their first client engagement and coached them on presentation skills. Provided high-level design and Information Architecture guidance as design director. Conducted internal and external progress reviews. Liaised with students and clients to preserve a healthy design process. Guided team leaders on effort re-allocation and expectation-setting during shifting or conflicting client priorities. Tracked and steered project activities, budget and time.

Key Skills

- Domain knowledge acquisition
- Presenting and evaluating ideas
- Wireframing and prototyping
- Team facilitation
- Usability evaluation
- Research support
- Development support

Education

BACHELOR, INDUSTRIAL DESIGN WITH DISTINCTION

CARLETON UNIVERSITY
2005 – 2009

Interests

- Woodworking
- Coding (Arduino, Processing) and electronics
- Music (composition, production, and mastering)
- Data visualization

Featured Work Examples

TRANSLATING DESKTOP EXPERIENCE TO IPAD

MACADAMIAN CLIENT
An electronic health records software company

Designed a pattern for viewing and navigating large and diverse sets of lab results data. Established an overall gesture and transition language for the app to suggest a navigable meta-layout. Shifted tactical design activities one sprint ahead of development to optimize design-development integration.

Questioned and reimagined the traditional interaction model with electronic prescription writers. Received client buy-in after a 1-slide concept presentation. Proceeded to navigate the tricky terrain of legacy server architecture and Meaningful Use compliance in consultation with subject matter experts. Demoed, validated and refined specific design details using video simulations and prototypes. Created specs for implementation. The streamlined result became one of the product's main selling points.

REFRESHING KEY FEATURES FOR A MAJOR GRADUAL SOFTWARE ROLLOUT

MACADAMIAN CLIENT
A radiation treatment machine testing company

Clarified opaque procedures with call-to-action affordances and progress feedback. Designed dashboard elements with understanding of typical, abnormal and attention-worthy data. Redesigned an image-based calibration tool. Proposed a normalized trend graph viewer. Accelerated the approvals process for routine tests showing good results. Prepared prototypes and concept slide decks for review by client's customers.

A CLOUD-BASED SELF-SERVE TELEPHONY PRODUCT FOR SMALL TO MEDIUM BUSINESS

MACADAMIAN CLIENT
A telecom solutions and infrastructure company

Defined 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 efforts. Supported testing with prototypes and other stimulus materials. Translated test 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 this pattern's implementation to a diverse range of different manufacturers' handsets.

Featured Work Examples (continued)

REGISTRATION TOKEN MANAGEMENT (NEW FEATURE, NEW BUSINESS RULES)

SOLARWINDS MSP
An I.T. remote monitoring and management company

Interviewed product manager to get a sense of problem space, personas, scenarios and software touchpoints. Illustrated scenarios and reviewed them with partners. Engaged in short cycles of partner and security expert feedback to establish appropriate business rules for token deployment and management that balance security, convenience and control.

TASK CONFIGURATION UI (ONBOARDING PROJECT)

SCIEMETRIC INSTRUMENTS
A manufacturing process monitoring and analytics company

Observed a series of software orientation demos and interviewed customer-facing subject matter experts to understand business and use cases. This foundation enabled valid assessments of ergonomics and other facets of usability. Demonstrated design input as a precedent to development by articulating design decisions with interactive prototypes and fostering rapid pre-development iteration.

LIVE PROCESS MONITOR UI

SCIEMETRIC INSTRUMENTS

Gathered and analyzed requirements. Analyzed structure and content of complicated process monitor configurations to inform appropriate interface designs.

User testing: Advised on strategies and techniques. Supervised sessions, analyzed findings and incorporated them into future design revisions.

OTHER ONGOING ACTIVITIES

SCIEMETRIC INSTRUMENTS

Established new visual language and consistent vocabulary for system concepts. Story-mapped in detail, the full set of hardware setup, software configuration, and process monitor generation / refinement activities. Illustrated and documented design details for JIRA tasks to help the development team meet deadlines. Identified design challenges and iterated on solutions. Investigated and addressed issues to reduce customer reliance on support resources.

Portfolio

Non-disclosure agreements preclude the publication and distribution of my work. If you are interested, please contact me to arrange a private demonstration.

"There are few professional joys greater than listening to specialists describe a complex and stubborn problem, and then working with them to craft and refine a solution greater than any one of us could have imagined."