Chris Havranek
Senior User Experience Designer
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Skills
- Specialties: Interaction design, product design, accessible & inclusive design, information architecture, UX research, service design,design workshops, and accessible/inclusive design.
- Software: Figma, Sketch, InVision, Axure, Balsamiq, Omnigraffle, Adobe XD, InDesign, Photoshop.
- Deliver heuristic audits, journey maps, user flows, card sorting, site maps, wireframes, and prototypes.
- Plan, execute, and analyze usability tests, surveys, focus groups, and contextual inquiries.

Employers
Undead Labs // Senior User Experience Designer – State of Decay 2 // Dec. '20 – Current
- Lead an interdisciplinary team on State of Decay 2 through a project's kickoff to its implementation.
- Collaborate with game designers, audio team, engineers, narrative designers, and a variety of other disciplines to create a player experience that marries the game's intent with player expectations.
- Collaborate with the product owner and discipline leads to identify opportunities and problems to explore further. Using a mix of business analytics, player telemetry, community outreach, and various methods of user research to verify success in an initiative.
- Successfully pitched the idea of regularly using our beta players to regularly test and gather feedback on early concepts. Created and processed the qualitative and quantitative surveys for team debriefs. Also worked alongside Microsoft user research teams for deeper research initiatives.

Blizzard Entertainment // Senior User Experience Designer // Jul. '14 – Dec. '20
- Own the user experience for the Blizzard support site with an average of 4M visitors a month. This includes the internal knowledge management platform and several other internal tools used across global teams.
- Led the product design of the Esports tournament scheduling tool and the third-party tournament license management tool. With a small team, I shifted our focus from ad hoc feature requests to a more wholistic approach of addressing opportunities based on prioritized user feedback and business needs.
- Analyze qualitative and quantitative data to improve business metrics and the overall user experience.
- Plan and carried out a redesign of the Support Site with the goal of building it responsive and more contextually aware of users.
- Recruit, moderate, and summate usability testing sessions using prototypes and production content.

Periscope // User Experience Designer // Feb. '13 – Apr. '14
- Collaborate with the team and clients to develop physical and digital multi-channel strategies.
- Create prototypes using paper, Omnigraffle or Axure to solution problems.
- Work closely with designers and developers in an agile workflow.
- Clients: Buffalo Wild Wings, Cox Communications, Great Clips, Phillips, Target, Dreamworks.

AIMIA // User Experience Architect // Jan. '12 – Feb. '13
- Deliver detailed product audits and content strategy solutions for complex websites and software.
- Help clients improve products by rethinking their flow of information and processes using service design.
- Assist in rebuilding the UX department to be more imbedded within all phases of projects.
- Train in associate level UX team members to learn company standards and ideal workflow.
- Clients: Allsteel, Coke, Delta, GM, Hallmark, Michelin, Oracle, SCB, and Subaru.

Hello Viking // User Experience Specialist // Jan. '11 – Jan. '12
Minneapolis College of Art & Design // Communications Associate // '10 – '11

Education
Minneapolis College of Art and Design // '10
Bachelor of Science: Branding, Marketing, PR
Temple University — Tokyo, Japan // '09
International Marketing, Japan Culture