JChristopherHahn@gmail.com
www.HahnUIDesign.com
610 · 564 · 5645

Education

Master of Science
Electronic Publishing
Rochester Institute of Technology
Thesis topic: HCI / GUI
May 1999

Bachelor of Fine Arts
Advertising Photographic Illustration
Rochester Institute of Technology
May 1995

Summary

Designing Useful, Usable & Desirable interactions for various systems & services. Over 20 years of experience with large and small organizations, teams & projects: visual information display, user interface design, user experiences research & user testing.

Adept in latest versions of :
Adobe Illustrator
Adobe Photoshop
Adobe InDesign
Apple Final Cut Pro
Apple Aperture
Apple Keynote
Figma
Microsoft Word
Microsoft Excel
Microsoft Powerpoint
Microsoft Visio
InVision
OmniGraffle
QuarkXPress

Awards | Associations | Affiliations

Popular Mechanics - Editors Choice - Best in Class: 2008, 2009
Wired - Best Tapeless Camcorder: Novemeber 2008
Time - HD Bitty Viddies - Easiest to Use: December 2008
(2X) - FAST Ambassador / Eastman Kodak 2008, 2009
US Patent: US 20110090367 A1 / Digital Camera Interface 2011
Treasure of WNY-HFES Chapter 2006 - 2011
HFES PDTG Article Review Board 2006, 2007
Member of UPA - Usability Professionals Association 1997
Member of HFES - Human Factors and Ergonomics Society 1995

Work Experience

Senior User Experience Researcher
Independent Health
May 2020 – present

User Experience Researcher
EagleView
August 2018 – April 2020

User Experience &
Usability Consultant
RRH / co. EDS
February 2018 – August 2018

User Experience Design Manager
FujiFilm
April 2016 – February 2018

Lead Experience Architect
Effective UI
July 2015 – April 2016

UX Design Consultant
Kodak Alaris / co. Aerotek
December 2015 – July 2015

Principal User Experience Architect
Pall Corporation
January 2013 – December 2015

Senior User Experience Architect
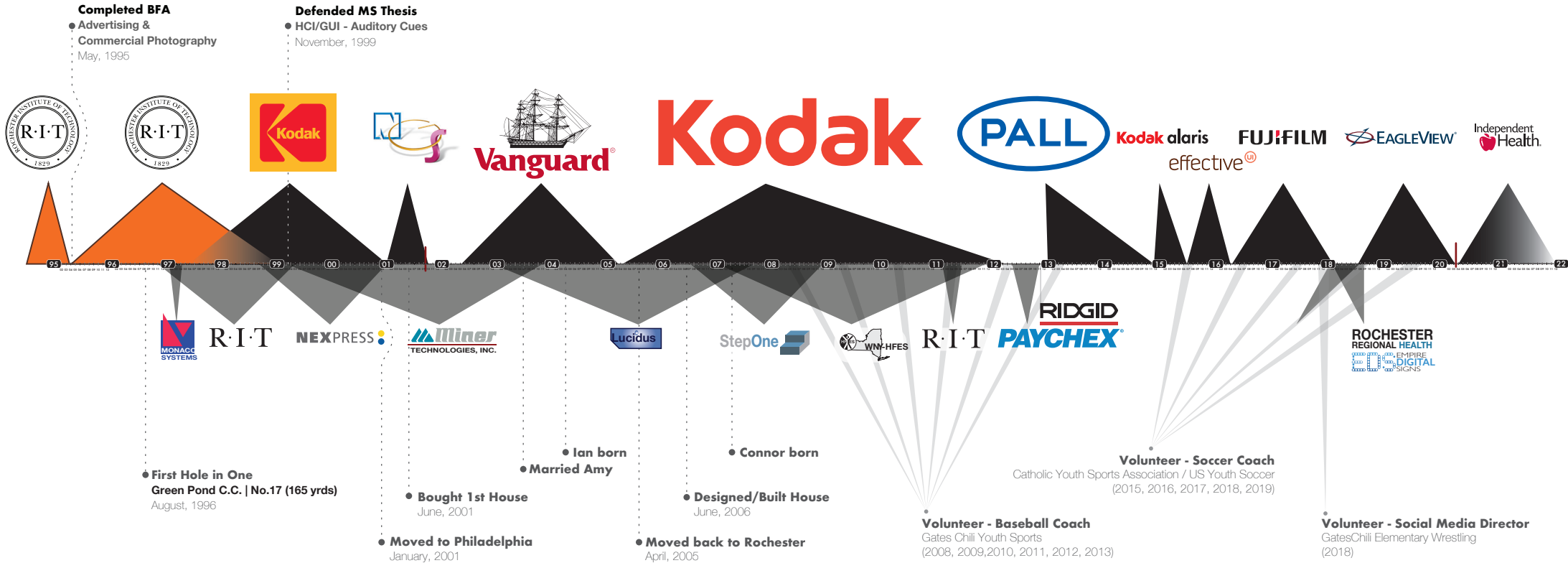Eastman Kodak Company
June 2005 – April 2012

Adjunct Professor &
Seminar Instructor
Rochester Institute of Technology
February 2011 – June 2011
November 1996 – March 1999

Information Architect &
Usability Engineer
The Vanguard Group
May 2002 – May 2005

Interaction Architect &
User Interface Designer
NGS Associates Inc.
January 2001 – October 2001

User Interface Consultant
Miner Technologies Inc.
March 1999 – November 2003

User Interface Designer &
Human Factors Engineer
Eastman Kodak Company
May1997 – January 2001

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Completed BFA
- Advertising &
Commercial Photography
May, 1995

Defended MS Thesis
- HCI/GUI - Auditory Cues
November, 1999

Kodak

Vanguard

Kodak

PALL

Kodak alaris
effective UI

FUJIFILM

EagleView

Independent Health.

R·I·T R·I·T

MONACO SYSTEMS R·I·T

NEXPRESS

Miner TECHNOLOGIES, INC.

Lucidus

StepOne

WNY-HFES R·I·T PAYCHEX

RIDGID

ROCHESTER REGIONAL HEALTH
EMPIRE DIGITAL SIGNS

95 96 97 98 99 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22

- Ian born
- Married Amy

- Connor born

First Hole in One
Green Pond C.C. | No.17 (165 yrds)
August, 1996

- **Bought 1st House**
June, 2001

- **Designed/Built House**
June, 2006

Volunteer - Soccer Coach
Catholic Youth Sports Association / US Youth Soccer
(2015, 2016, 2017, 2018, 2019)

- **Moved to Philadelphia**
January, 2001

- **Moved back to Rochester**
April, 2005

Volunteer - Baseball Coach
Gates Chili Youth Sports
(2008, 2009, 2010, 2011, 2012, 2013)

Volunteer - Social Media Director
GatesChili Elementary Wrestling
(2018)

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Senior User Experience Researcher
- Establish best practices & methodology's for Incorporating UX Research into existing SDLC.
- Eliminated dependents on external usability contractors, reducing cost, time, and keeping knowledge internal.
- Lead research efforts for digital products, including App development, Web implementation and Internal processes software systems.
- Conduct usability heuristic evaluations for (NQCA) National Quality Control Administrations.
- Conduct user testing for external & internal clients, using remote unmoderated solutions.
- Presented and distributed findings to product management, key stake holders, collaborated with visual and interaction designs to craft appropriate solutions to problem areas and unmet needs.

Lead Experience Architect
- Acted as liaison between clients interests, development communities, and visual/interaction designer to solve complex problems that promoted best in class solutions.
- Led Design Thinking workshop with clients and presented possible solutions to complex infrastructure intranet sites.
- Conducted user research, task analysis, and user profiles for projects, designed and conducted usability testing sessions with end users. Analyzed testing results & presented findings & recommendation for future improvements.
- Conducted site analysis of existing solutions and preformed heuristic evaluations, documented current sitemap, constructed improved site architecture to solve "overgrown" issues.

Kodak
Senior User Experience Architect
- Spearheaded the User Experience (UX) for Kodak's entry into the Pocket Digital Video Camera market.
- Created "Ease of Use" standards with overseas ODM's, authored user interface design documentation (UIDD)
- Led team of visual designers creating user interfaces for Digital Camera's, Pocket Video Cameras, and Digital Picture Frames and All in One Printers.
- Provided continuous feedback to Project Managers, Current & Future Marketing managers throughout project life cycle, both within the US, Japan, and Taiwan.
- Created all documentation of user touch points including Out Of Box Experiences "OOBE" and "IFU's" Instructions For Use for various products.
- Collaborated with external vendors for graphic display of new capabilities and communications for end user awareness, including "How to Videos" – HowCast.com.
- Developed web-to-print software solutions and pre-press workflows integrating Job Description Format (JDF) tech.
- Created user interface workflows and designs for front facing websites, back room factory order processing and man/machine controls.
- Created workflows and UI solutions for large format inkjet printers, including, Print Drivers, Host Software, Operator Control Panels, Media Manager, Job Accounting SW.
- Developed UI and workflows for both a hand-held device and software targeted for the prevention of counterfeiting in multiple markets including pharmaceutical, printing, garment, alcohol/wine industries.
- Benchmarked desktop publishing applications and documented impact on market trends.
- Educated project managers on color calibration software utilities and functionality, guided a team of software devs to construct process linearizion & color calibration.

EagleView
Senior UX Design Researcher
- Lead research efforts into insurance industries claims processing systems. (Allstate/Liberty)
- Conducted external user interviews and developed personas with detailed workflow insights to influence targeted software development.
- Developed design improvements for Quick Fix's, and longer range efforts of core software functionality.
- Participated in Re-Brand identity efforts, development of corporate signature guidelines and execution for external and internal communications.

ROCHESTER REGIONAL HEALTH
UX Design Contractor
- Lead effort to improve User Experience for the (RRH) Rochester Regional Health systems of Way Finding Kiosks for all area building locations.
- Devised data collection and usability practice methods.
- Performed heuristic evaluations of current system, initiated client, and customer interviews, conducted onsite observations, developed usability testing procedure with current and conceptual designs.
- Data analysis and prioritization of improvement opportunities and presented to key stake holders and decision makers.

Vanguard
IA & Usability Engineer
- Developed use case scenarios, and navigational models for web solutions and interactive displays.
- Created design solutions for both client focused design and divisional/corporate goals.
- Acted as liaison between Business, Marketing, Mid-Tier, Systems Integration and Graphic/Visual Design departments.
- Developed and documented video capture techniques for usability testing.
- Documented User Interface Design Documents for quality assurance and testing purposes.

Interaction Architect & UI Designer
- Provided multimedia solutions for various print related projects, including historical video review for OKI Data corporate history for annual sales meeting kickoff
- Provided interaction direction for internal billing system calculating time management, resource allocation, and deliverable list.
- Static photo manipulation for print related collateral, and design support.

Miner TECHNOLOGIES, INC.
User Interface Consultant
- Developed touch screen interface for plastic cup printer, incorporating pitch/tapper, radius, and circumferences and 10 color capability.
- UI to align with high-turnover rate of press operators on seasonal access.

FUJIFILM
UI/UX Manager & Art Director
- Lead team of visual and interaction designers to create appropriate design solutions for varying display formats including Web, Mobile and Public Photo and Print Kiosks.
- Acted as liaison between new business development teams, development communities, and Q & A groups.
- Developed wireframes, interaction flows, user journeys, user personas, design documentation, and final graphical assets. Developed interactive prototypes displaying new functionality for public software solutions, and B2B sites.
- Designed, developed and administered usability testing on multiple products, analyzed, documented and presented findings that included crafted recommendations that met business goals & user needs.
- Initialized the development of style guides that supported numerous external clients branding (Walmart, CVS, Michaels)

PALL
Principal User Experience Architect
- Acted as interaction design (IXD) liaison for various Scientific projects including Water Filtration, Animal Cell Therapy treatment, Gas Purification and Centrifuges.
- Acted as catalyst for change within corporate culture involving design & usability and its incorporation within product development life-cycle.
- Developed design standards for various business units, and project specifications.
- Worked closely with subject matter experts (SME's) & business leaders, conducted interviews and documented current end user flows, personas, and task analysis to create conceptual solutions for testing.
- Conducted end user testing and simulation task flows for verification of product conceptual designs. Documented results and presented findings for future implementation of various products, including hardware, software, packaging and instructions for use.
- Led business unit teams on Design Thinking workshops, illustrating workflow and task flows of current users and led brainstorming sessions for solutions to current problems.
- Managed outside/contract resources for various product deliverables and documentation to complete project tasks and deliver world class solutions.

R·I·T
Adjunct Professor & Seminar Instructor
- Instructed students on proper file preparation for printing processes, using desktop publishing programs such as Adobe Photoshop, Adobe Illustrator, Adobe InDesign, QuarkXPress, Microsoft Word, Excel, and PowerPoint.
- Topics included Raster vs. Vector graphics, Resolution and image sizing, document layout and techniques, CSV formats and mail merging, project management, and presentation skills, Usability Testing, User Persona Development.
- Instructed Masters Level classes on Graphical User Interface design and Usability Testing methods.