

**OBJECTIVE** Design elegant software solutions balancing user experience goals and business requirements

**EDUCATION** **University of Washington**, Seattle, WA  
2012 Masters of Science, HCDE  
2005 Visual Basic .NET Programming Certificate  
1999 Bachelor of Arts, Psychology

**Cooper U**, San Francisco, CA  
2012 Interaction Design Practicum

**Art Institute of Seattle**, Seattle, WA  
2005 Digital Design Applications Certificate

**EXPERIENCE**

2014-Present **FujiFilm SonoSite**, Bothell, WA  
*Principal Interaction Designer*

- Setup UX team for success by dispersing appropriate workloads, establishing milestones, supervising and reviewing progress and unblocking issues as they arise.
- Maintain UX backlogs across several products to prioritize and groom for program roadmaps
- Coordinate with cross functional team members (clinical engineers, software and systems engineers, program managers and marketing) to articulate user needs and translate them into efficient, effective and satisfying user experiences
- Create prototypes in Axure for evaluations and specifications
- Gather insights from User Research including Contextual Inquiry, Card Sorting, Cognitive Walkthroughs and Formative Usability Studies
- Evangelize user centered design throughout the organization

2013-2014 **Wolters Kluwer PharmacyOneSource**, Bellevue, WA  
*User Experience Designer*

- Gather user and business requirements based on product roadmap
- Translate requirements into efficient, effective and satisfying user experiences
- Create user stories and acceptance criteria based on requirements within Agile SDLC
- Collaborate with Dev and QA to maximize story velocity and adapt to changes
- Establish relationships across the organization on UX strategic initiatives (shared Axure prototype, style guide, instrumentation and analytics, help and feedback mechanisms)
- Evangelize user centered design throughout the organization
- Scrum Master for two software releases

2008-2013 **The Active Network**, Bothell, WA  
*Senior User Experience Researcher*

- Conduct primary research on target audience including market research (CBC, MaxDiff, focus groups), design research, and analysis of competitive offerings to determine product features and requirements
- Utilize a wide range of research methods including field studies, contextual inquiry, personas, focus group, surveys, heuristic reviews, cognitive walkthroughs, lab studies, formative & summative studies
- Triangulate insights from web analytics, support and feedback channels to identify critical usability issues and opportunities to increase effectiveness, efficiency and satisfaction

- Present findings and recommendations to stakeholders
- Collaborate with cross functional team and coordinate implementing recommendations with project management interaction and visual designers
- Develop rapid prototypes in Axure, HTML and Photoshop
- Evangelize user centered design throughout the organization

2007-2008

**Siemens Business Services, Inc**, Redmond, WA

*Usability Assistant II*

- Contractor at Microsoft, GSA, Future Products & Architecture, User Experience
- Conduct formative, summative usability studies and cog walks for multiple teams
- Perform international formative usability studies
- Analyze data, report findings and recommendations to product teams
- Update visual/interaction designs based on usability findings and BI data
- Develop rapid prototypes in HTML and Photoshop

2001-2007

**Raosoft, Inc.**, Seattle, WA

*Project Manager*

- Manage the execution of data collection applications and projects based on proprietary SDK
- Design and develop surveys, data collection, and reporting solutions
- Gather requirements from clients to define project goals, specifications and milestones
- Articulate functional specifications to developers
- Develop rapid prototypes for web-based and windows-based solutions
- Perform guerilla usability tests and heuristic reviews
- Support the implementation of web-based and windows-based applications

1999-2000

**Comforce, Inc**, Redmond, WA

*Usability Assistant*

- Contractor at Microsoft Research, Speech Technology Group
- Devise and refine methodologies for collecting speech data for prototype device
- Communicate with group members on research requirements
- Create functional specifications for data collection and data analysis applications
- Solicit and schedule participants and maintain ongoing participant relations

1996-1999

**University of Washington**, Seattle, WA

*Research Assistant*

- Review relevant scientific literature and assist in the experimental design, set-up and execution of virtual reality and spatial cognition experiments
- Serve as primary contact with participants. Train participants to effectively utilize input devices and familiarize subjects with experimental procedures. Alert research team of trends as they occur.
- Assist in articulating results in APA scientific paper format
- Design and execution of the project website
- Create virtual environments for training and experiments using VR software
- Confidential data collection, data organization, data entry, and data analysis

## PUBLICATIONS

- Waller, D., Knapp, D., & Hunt, E. (2001). Spatial representations of virtual mazes: The role of visual fidelity and individual differences. *Human Factors*, 43, 147 - 158.
- Waller, D., Hunt, E., & Knapp, D. (1998). The transfer of spatial knowledge in virtual

environment training. Presence: Teleoperators and Virtual Environments, 7, 129-143.

## **PATENTS**

- “Display Screen or Portion Thereof with Graphical User Interface” US application #29/664,637

## **SAMPLES**

- Online Portfolio: <https://www.davidknapp.org/>
- More samples available upon request