

Ken Shane Close

User Experience and User Interface Design Leader

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Professional Experience

Sr. User Experience and User Interface Designer/ Manager

ACCENT TECHNOLOGIES, INC. - MELBOURNE, FL JAN 2018 – PRESENT

Currently, I lead UX design architecture and conceptual design solutions, collaborating with a remarkable team of designers and developers. I initiated building and maintaining a design system and pattern library, which is still underway. I instituted lean principles of iterative, low-fi prototyping. By testing, learning and validating earlier in the product lifecycle, we've managed to validate and iterate sooner, while cutting down on overall development time and cost. I created a library of templates for rapid prototyping, reducing the overall time to move concepts to testing. Currently, I am experimenting with applying the "Hooked" model to increase user engagement and retention.

Sr. User Experience and User Interface Designer/ Manager

AGRILOGIC – ORLANDO, FL 2014 – PRESENT

Hired to redesign and rearchitect processing and mapping applications, I introduced the company to user-centered design processes and methodologies. I worked with a talented team to build an application design system, pattern library and code repository. This led to a dramatic decrease in development time and cost, and reduced QA kickbacks. With the additional resources available, I was able to lead a redesign of the mapping application front-end and process architecture. My team made it mobile-ready on tablets and touch-screen laptops, improving the efficiency of the agent users. The result was a paperless reporting process, reducing time, effort and mailing for the business and agent users. My team and I were also able to design a new dashboard and global search feature that was heralded as a "game changer" by business and agent users.

Founder and Chief Creative

BIG ANGRY PIXEL, LLC - MIAMI, FL 2003 – 2014

For nearly 12 years, I ran an interactive design firm, creating and delivering engaging interactive media and applications for agency, startup and Fortune 500 clients. I worked with clients ranging from Villanova, Harvard and FIT to Bank of America, Nestle, Synaptics and State Farm. As a small business owner and designer, I had the pleasure of working on everything from 3D designs, websites and applications to videos, animations and interaction design. I managed large and small projects, oversaw budgets and project management, managed sub-contracted agency engagements, designers, developers and client relations. I lead UI and UX efforts for numerous applications and consulted with large and small clients on strategy, standards and best practices. While leading design and UX with CampusTours, our team was awarded 8 Adobe Site of the Day awards, as well as 2 Webby awards.

Design

UX and UI Design Architecture • UX Strategy • User Journey Mapping • Storyboarding • User Personas • Wireframes • Mockups • Motion Design • Interaction Design • Style Guides • Design Systems and Pattern Libraries • User Interviews • Design Sprints • Design Thinking Facilitator

Applications/Coding

Photoshop • Illustrator • XD • After Effects • Premiere • Balsamiq • InVision • UXPin • HTML5 • CSS3 • Basic JQuery • Bootstrap • Confluence/JIRA • Visual Studio • 3DS Max • WordPress

Awards & Recognition

2 Webby Awards - Team Awards
8 Adobe Site of the Day Awards
Work Excellence Award from BNYMellon

Leadership

GroundSwell Startups Mentor

Chairman of Surfrider Foundation
Miami Beach

Education

University of Arizona
Fine Arts in Media Arts

Art Institute of Pittsburgh
Computer Animation & Multimedia

Senior User Interface Design Specialist

BANK OF AMERICA CORPORATION - CHARLOTTE, NC 2004-2006

As a UI and UX consultant, Bank of America relied on me to work with developers, business analysts and the business users to redesign existing trading floor applications, as well as help design UI's and process flow for several new applications. I worked closely with B.As and stakeholders to understand pain point and prototype solutions. In 2006, I worked to help move several trading floor applications to BofA's newest branding and style guide standards. I was hired by former colleagues from PNC Bank and previous startups that knew and trusted me.

Senior User Interface Design Consultant

BNYMELLON – PITTSBURGH, PA 2001-2002 AND AGAIN FROM 2003-2004

I was fortunate to work in BNYMellon's (then Mellon Financial) very first internet department. I worked alongside a talented group of designers, developers, information architects and business analysts. While there I was able to lead the redesign of their corporate-wide intranet, conduct heuristic reviews of subsidiary corporate websites, and help the team work on the new corporate website. I left Mellon to work for a financial startup and was quickly welcomed back a year later as a trusted consultant. While there, I earned the coveted Work Excellence Award. Mellon invested in our group heavily, educating us all through HCI. It was here that my focus on UX began.

Art Director / Senior UI Designer

PRIMUNI, LLP – PITTSBURGH, PA 2002-2003

I was brought on board by a former colleague from PNC Bank Corporation. As the CTO, he entrusted me with designing the UI for their new municipal bond trading application. My previous experience with startups provided me with experience in both the development side of design, as well as the marketing side. I went on to design their company brand identity, collateral and website.

Senior Interactive Design Lead

ETOLL/FFWD>> – PITTSBURGH, PA 2000-2001

As the lead designer for the Client Services Group, I managed all design projects during my tenure for external client projects. I produced websites and promotional CDROMs for the customers such as Max Power Magazine, The Pittsburgh Penguins, Imation and more. I also worked to build client-side usability and design standards.

Senior Interactive Designer/ Software UI Designer

SNEAKERLABS SOFTWARE, INC./ OCTANE/ E.PIPHANY, INC. 1997-1999

Sneakerlabs was my first real startup. I oversaw the user interface design for our iServe chat and collaboration software, as well as interactive Flash animations and presentations for marketing and tradeshow. Sneakerlabs went on to be sold for \$100mil in stock, boasting Pittsburgh's largest stock offering in history. I have never worked with a more talented team of designers and developers, who truly loved coming to work each day.

Intranet Project Designer

PNC BANK CORPORATION – PITTSBURGH, PA 1996-1997

While my first web design position was at a small web shop outside of Pittsburgh, PNC Bank was where I really began my career. I helped the securities support department design and build a training intranet portal for securities processing and filing. This helped reduce the time and necessary to train employees in processing securities.