

Chris Harrison

User Experience Designer



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DATE OF BIRTH 1988-05-26

LINKS [LinkedIn](#), [Twitter](#), [Medium](#), [Graphic Design Portfolio](#)

Profile

I'm a User Experience designer with a background in graphic and product design. Over the past 10 years, I've been involved in just about anything you can think of - branding, marketing, web design, application development, product design, and of course, user experience.

While I pride myself as being an all-rounder, my passion is in designing creative solutions to real customer problems. I love getting excited about a challenge, learning and understanding the customer, and building products that make life easier. My design process isn't complete without taking the vital steps of understanding the user, researching their motivations and issues, and building a plan to provide an outstanding user experience for them.

I'm an expert in the Adobe suite, alongside Sketch, Figma, Atomic.io, Flinto, Protopie, Principle, Blender and more. I've also had the opportunity to build large-scale design systems in InVision, Zeplin, Figma and Abstract. I love diving in and learning new software, so this list grows a little longer every day. As I have a web development and video game development background, I'm also confident in HTML and CSS, and familiar with XML and Javascript. I am also confident in my ability to try really, really hard with C#.

Alongside my design and research skills, I also frequently write about UX, and have had articles published on Kotaku, Prototypr, Super Jump Magazine, and Sidebar. I've been a mentor for Mentorly and Re:Create for the last few years, and have recently started teaching UX at Academy Xi.

I'm looking for an agile company with a fun, exciting mission and a set of complex problems to solve. I'm highly technical minded, and enjoy working closely with development teams to create solutions that are both mechanically sound and delightful for customers.

If you're looking for a passionate creative interested in taking your customer experience to the next level, and strongly advocating for your users, then I can't wait to work with you.

Employment History

Jun 2019 – Present

MELBOURNE

UX Designer

ME Bank

I joined ME alongside two other designers from Tabcorp, integrating into their existing User Experience team.

We formed a new project team looking to reshape the home loan experience for ME's customers. Together we conducted surveys with customers, brokers, sales staff and internal admin teams.

We took that information and used it to construct a user journey that mapped the future of home loan acquisition.

Alongside that project, I also participated in a number of cutting-edge features and research for the ME Bank website and mobile app, including the inception and validation of MVP features for ME's new mobile app experience. In particular, I focused on features that validated positive customer behaviours when it came to their finances, using gamification and reward techniques.

Nov 2019 – Present

MELBOURNE

UX Design Teacher/Mentor

Academy Xi

We had the opportunity at ME to be a mock client for a group of students from Academy Xi, and I took on the role as their mentor during the three months they spent with us. Since that's completed, I'm scheduled to take on a part-time teaching roll with Academy Xi to teach their UX Design course.

Jun 2019 – Present

MELBOURNE

Freelance Writer

Superjump Magazine

I joined the staff of Superjump Magazine in 2019, having written freelance articles for them in the past in the past. After Superjump partnered with Medium's sponsorship program, I've written a series of member-only articles studying the UX of video games. These articles have attracted thousands of new readers to the publication, and continue to be one of our best-received series'.

Nov 2015 – Jun 2019

MELBOURNE

UX Designer

Tabcorp

Working in the Tabcorp UX team, I am responsible for the inception, development, and delivery of features and products for the Tab, Keno, Sun Casino, and Tattslotto brands.

I started work on the Keno iOS app and website, developing new features and refining existing ones. I was then the principal UX designer on the Keno Android application from it's initial inception as a web-wrapped product, all the way to a fully native experience.

Beyond Keno, I've assisted with a number of Tabcorp products and brands, including Tattslotto and Newscorp's Sunbets brand.

Over my time at Tabcorp, I've been responsible for defining the culture and capability of the UX Design practice. I've implemented procedures and technologies that have defined how we work and ensured we are a world-class design team.

Feb 2012 – Nov 2015

MELBOURNE

Creative

Apple Inc.

Although I started in the Customer Service training team, I soon moved into the Creative role within Apple. I was responsible with engaging with customers on their personal projects, and using my interpersonal and design skills to help them achieve their goals.

Jan 2006 – Present

Freelance Design

In over 10 years of Freelance design, I've worked on hundreds of diverse projects. This includes print media, packaging, branding, development, product design, and of course, UI and UX design. You can learn more about this by viewing my portfolio, linked below.

Although working full-time, I continue to take on at least a couple of freelance projects each year. These allow me to stretch my capabilities and diversify my work, as well as grow my experience in additional industries.

Presentation & Public Speaking

Mar 2019

[SBS](#)

What you need to know about digital addiction

I appeared in a documentary for SBS to talk about digital addiction, specifically around gambling in video games and the similarities to traditional gambling mechanisms. The documentary is currently in development and will air in 2021.

Nov 2018

[PROTOTYPES AND POPCORN](#)

Control and Gamification

This talk revolved around lootboxes, a gambling method common in video games that's currently banned in Belgium and is under review by the Australian government. I discussed the ramifications of gambling in games built for kids, and what we as designers can do to ensure responsible, ethical design solutions.

Oct 2018

[MELBOURNE MOBILE MEETUP](#)

Design vs Development - Creating practical, effective collaboration

This talk focused on what both designers and developers can do to create a strong, collaborative team environment. This included both soft-skill solutions relating to communication and culture, and practical techniques and software solutions to build more efficient practices.

Sep 2018

[UX PSYCHOLOGY](#)

Dark UX and Ethical Design

This interactive workshop encouraged participants to rethink how they consider the customer in their designs. Participants were challenged to create unethical solutions to common problems, and then worked in groups to identify why these solutions were both unethical and impractical, both for the customer and the business.

Aug 2018

[UX AUSTRALIA 2018](#)

Ethically Designing Unethical Products

This talk focused on what UX professionals can do to ensure they operate ethically and responsibly, especially when working on products that pose an ethical risk.

Jul 2018

[ABC RADIO](#)

What's in a Lootbox

A speaking appearance on ABC Radio, I talked to ABC's hosts about the current gambling trends in video games targeted at kids. We discussed the risk of introducing gambling to young children, and how these mechanics work to elude parents.

May 2018

MELBOURNE MOBILE MEETUP

Animation Principles in Gamification

This practical meetup talk demonstrated effective techniques that software developers can use to create fun, exciting micro-animations in their applications.

Education

Jan 2010 – Dec 2013

MELBOURNE, VICTORIA

Swinburne University of Technology

Bachelor of Communication Design

My degree focused on graphic design for practical applications in communication, marketing and branding.

The course focused on digital design, publication, interface and user experience design, and marketing, branding, and logo design. I received awards for my projects in publication design, multimedia design, and user interface design.

Jan 2007 – Dec 2009

MELBOURNE, VICTORIA

Chisholm TAFE

Diploma of Website Design

Studied building websites from scratch using HTML, CSS, and Javascript. This course also included the basic principles of human interaction design.

Skills

Sketch, Figma, Adobe XD	● ● ● ● ●	Principle, Flinto, Protopie	● ● ● ● ●
Photoshop, Illustrator	● ● ● ● ●	Blender	● ● ● ● ●
InVision, Abstract	● ● ● ● ●	HTML, CSS, XML	● ● ● ● ●
Premiere, After Effects	● ● ● ● ●	Javascript, MathJS	● ● ● ● ●

Other Skills

I've listed a number of technical solutions that I'm familiar with and am commonly asked about. That being said, I love learning new tools and skills. If your company uses a particular technical workflow for UX, I'd be excited to learn more about it.

Portfolio

ASSORTED WORK

Portfolio

I've included a number of case studies showcasing my workflow and previous work on my online portfolio:

<https://chrisharrison.design>

