

BEN KOPF

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Online Portfolio: www.benuxa.com

PROFESSIONAL SUMMARY

Passionate, detail-oriented professional with over 20 years of design and leadership experience in web, mobile, desktop, and voice UX. Quickly identifies and resolves complex problems with strategic and innovative solutions. Exercises outstanding communications skills while coordinating with development teams and other departments. Ensures that objectives are met and that client satisfaction is achieved or exceeded. *Best UX practice – do the research **before** you start designing.*

SKILLS

- Web SAS apps
- Information architecture
- Design systems
- Prototyping
- Mobile apps
- Agile process
- Ideation & concept
- Workflow
- User journey mapping
- Wireframes & mockups
- Pattern libraries
- Desktop apps
- Adobe Creative Cloud
- Sketch
- Figma
- Axure
- UXPin
- proto.io
- Jira
- Confluence
- Trello
- Rally
- MS Office Suite
- Google Docs

WORK HISTORY

Senior Information Architect

UPS Supply Chain Solutions - Alpharetta, GA 09/2018 - Current

- Working on updating all aspects of UPS.com as part of the Digital Experiences team
- Updating UX processes and procedures to better align with Agile processes
- Integral part of the Information Architecture team working on app interaction models

Member - Senior User Experience Design

TopTal - Atlanta, GA

06/2018 - Current

- Working on hourly, part time, and full-time contract jobs via the TopTal network.
- www.toptal.com/designers/resume/ben-kopf

Senior User Experience Designer

ADP - Alpharetta, GA

09/2016 - 05/2018

- Led initial UX effort to create next generation payroll system.
- Created prototyping tool libraries to expedite design and provide a consistent look, feel, and interaction experience.
- Worked from conception to development to design prototypes for payroll on-boarding model.
- Worked on Initial implementation of a design system to provide all company stakeholders a single source of truth for app production.
- Started a usability process to fit employees with the best tools for their jobs, the goal being always providing consistent consumables for stakeholders.
- Helped user research group with onsite usability testing.
- Trained and guided junior designers in processes and tools.

Senior User Interaction Designer

Promethean Alpharetta Office - Alpharetta, GA

09/2013 - 08/2016

- Worked on overall user experience for ClassFlow, the browser-based classroom software for lesson delivery.
- Designed adaptive and responsive user interface for smart phones, tablets/laptops, and large interactive whiteboards.
- Lead designer for ClassFlow Desktop, a innovative full screen workspace for teachers using radial menus.
- Worked on creating flexible, scalable design component libraries using the atomic design model.
- Contributed to user experience of ClassFlow Moments, a supporting mobile app for students and parents.

Senior Interaction Designer

IBM - Toronto, Ontario 10

/2009 - 09/2013

- Worked on the overall user experience of IBM Knowledge Center, a web portal and document delivery system.
- Created conceptual designs, wireframes, prototypes, and specifications for the responsive design system.
- Worked collaboratively across several departments and development groups in a distributed global office.
- Designed a collection box interface for the app, where search results could be bound into a single PDF file.

Senior Interaction Designer

Autodesk - Ithaca, NY

12/1997 - 02/2009

- Worked on overall user experience for Actrix, a visual diagramming tool for consumers.
- Designed the original interaction methodology used for Actrix tools.
- Led UX team for the Actrix Technical version of the product.
- Worked on overall user experience for Architectural Studio, a first of it's kind 2D/3D workspace for architects.
- Designed a collaboration palette to connect Architectural Studio users together in real time.
- Tested and recommended pen-based hardware to use with Architectural Studio.
- Worked on the overall user experience for Design Review, an AutoCAD supplemental app that reduced costs by replacing physical blueprints with digital counterparts.
- Created a full interactive prototype of the Design Review app.

- Set up the first usability lab for that location and held usability testing sessions.

User Interface Designer

Aimtech - Nashua, NH

06/1988 - 06/1997

- Worked as technical support manager overseeing 15 technical support reps.
- Won Computerworld magazine best technical support award.
- Worked on overall user interface of IconAuthor, a computer-based authoring software.
- Fed product management customer feedback and provided top ten wish list gathered from customers.
- Worked as sole user interface designer on Jamba, a Java-based applet creator for the web.
- Delivered detailed specifications to software development, quality assurance, and technical publications teams.
- Received the company's Design Innovation Award during Jamba development.
- Won Internet World magazines best of breed award for Jamba's easy to use interface.

Founder • Inventor • UX Designer

20Buttons - Canton, GA

09/2009 - 09/2017

- Founded iOS app design and development company to produce Apps for newly launched Apple app store.
- Worked as sole designer on 18 Apple iOS apps.
- Managed all marketing and company operations.
- Started consulting services for 3rd party apps.
- Won Best of Breed from AppReview for AudioBoard, a custom soundboard for podcasts, theater, and events.

EDUCATION

Bachelor of Arts: Speech-Communications

Allegheny College - Meadville, PA

Associate of Applied Science: Computer Programming

Computer Learning Center - Somerville, MA