



# Ben Kopf

## Senior User Experience Designer



### 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. Solution-driven professional excelling in highly collaborative work environment, finding solutions to challenges and focused on customer satisfaction. Proven experience developing consumer-focused web sites using HTML, CSS, JQuery, PHP and JavaScript. Experience building products for desktop, phone and mobile app users, meeting highest standards for web design, user experience, best practices, usability and speed. Responding to challenges by designing and developing solutions and building web applications aligned to customer's services. Translating solutions into code and working across many different APIs, third-party integrations and databases.



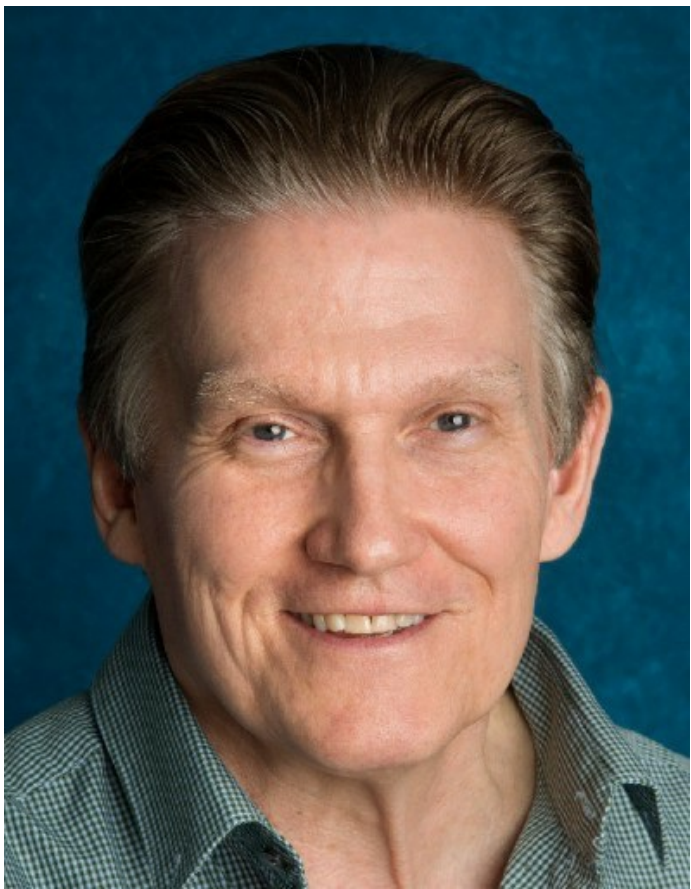
### Experience

2018-09 -  
present

- **Senior Information Architect**  
UPS
  - Lead architect on UPS Claims app, one of a set of web applications used on UPS.com
  - Mentor for User Experience Design contractor to disperse knowledge of design and Agile processes
  - Revamped waterfall-based workflow to a transitional process in preparation for Agile based workflow
  - Led transformation to modern design and collaboration tools within Digital Experience group
  - Promoted to Digital Onboarding team to work on enrollment workflow and profile and preferences applications
  - Worked with Axure based specifications and toward transformation to collaborative based Cloud applications
  - Spearheaded design for small business product and messaging platform

2016-09 -  
2018-05

- **Senior User Experience Designer**  
ADP
  - 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



### Personal Info

**Address**  
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**Date of birth**  
1956-07-26

**LinkedIn**  
<https://www.linkedin.com/in/benjaminkopf/>

**Twitter**  
<https://twitter.com/benjaminkopf>



### Skills

Web SAS App Design  
● ● ● ● ●  
Expert

Information Architecture  
● ● ● ● ●  
Expert

Design Systems  
● ● ● ● ●  
Advanced

Prototyping Tools  
● ● ● ● ●  
Expert

Mobile Applications  
● ● ● ● ●  
Expert

Agile Processes  
● ● ● ● ●  
Advanced

<div>2013-10 - 2016-06</div>	<div> <ul style="list-style-type: none"> <li>Helped user research group with onsite usability testing</li> <li>Trained and guided junior designers in processes and tools</li> </ul> </div> <div> <div>Senior User Experience Designer</div> <div>Promethean</div> <ul style="list-style-type: none"> <li>Worked on overall user experience for ClassFlow, the browser-based classroom software for lesson delivery</li> <li>Designed adaptive and responsive user interface for smart phones, tablets/laptops, and large interactive whiteboards</li> <li>Lead designer for ClassFlow Desktop, a innovative full screen workspace for teachers using radial menus</li> <li>Worked on creating flexible, scalable design component libraries using the atomic design model</li> <li>Contributed to user experience of ClassFlow Moments, a supporting mobile app for students and parents</li> </ul> </div>	<div>Ideation &amp; Conceptualization</div> <div> <div></div> <div>Expert</div> </div> <div>Application Workflow</div> <div> <div></div> <div>Expert</div> </div> <div>User Journey Mapping</div> <div> <div></div> <div>Advanced</div> </div> <div>Wireframes &amp; Mockups</div> <div> <div></div> <div>Expert</div> </div> <div>Pattern Libraries</div> <div> <div></div> <div>Advanced</div> </div>
<div>2009-08 - 2013-08</div>	<div> <div>Senior Interaction Designer</div> <div>IBM</div> <ul style="list-style-type: none"> <li>Worked on the overall user experience of IBM Knowledge Center, a web portal and document delivery system</li> <li>Created conceptual designs, wireframes, prototypes, and specifications for the responsive design system</li> <li>Worked collaboratively across several departments and development groups in a distributed global office</li> <li>Designed a collection box interface for the app, where search results could be bound into a single PDF file</li> </ul> </div>	<div>Desktop Application Design</div> <div> <div></div> <div>Expert</div> </div> <div>Adobe Creative Cloud</div> <div> <div></div> <div>Advanced - Expert</div> </div> <div>Sketch</div> <div> <div></div> <div>Expert</div> </div>
<div>1997-12 - 2009-10</div>	<div> <div>Senior Interaction Designer</div> <div>Autodesk</div> <ul style="list-style-type: none"> <li>Worked on overall user experience for Actrix, a visual diagramming tool for consumers</li> <li>Designed the original interaction methodology used for Actrix tools</li> <li>Led UX team for the Actrix Technical version of the product</li> <li>Worked on overall user experience for Architectural Studio, a first of it's kind 2D/3D workspace for architects</li> <li>Designed a collaboration palette to connect Architectural Studio users together in real time</li> <li>Tested and recommended pen-based hardware to use with Architectural Studio</li> <li>Worked on the overall user experience for Design Review, an AutoCAD supplemental app that reduced costs by replacing physical blueprints with digital counterparts</li> </ul> </div>	<div>Figma</div> <div> <div></div> <div>Expert</div> </div> <div>Axure</div> <div> <div></div> <div>Expert</div> </div> <div>UXPin</div> <div> <div></div> <div>Intermediate</div> </div> <div>proto.io</div> <div> <div></div> <div>Advanced</div> </div> <div>Jira &amp; Confluence</div> <div> <div></div> <div>Advanced</div> </div>
<div>1988-06 - 1997-05</div>	<div> <div>Technical Support &amp; User Interface Designer</div> <div>Aimtech</div> <ul style="list-style-type: none"> <li>Worked as technical support manager overseeing 15 technical support reps</li> <li>Won Computerworld magazine best technical support award</li> <li>Worked on overall user interface of IconAuthor, a computer-based authoring software</li> <li>Fed product management customer feedback and provided top ten wish list gathered from customers</li> <li>Worked as sole user interface designer on Jamba, a Java-based applet creator for the web</li> <li>Delivered detailed specifications to software development, quality</li> </ul> </div>	<div>Trello</div> <div> <div></div> <div>Expert</div> </div> <div>Rally</div> <div> <div></div> <div>Intermediate</div> </div> <div>MS Office Suite</div> <div> <div></div> <div>Advanced</div> </div>

assurance, and technical publications teams

Google Office Suite

- 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



## Education

1975-09 -  
1981-06

- **Allegheny College, BA in Speech-Communications**

- BA in Speech-Communications
- Minor in Psychology
- Minor in Sociology
- Minor in Geology
- Minor in Art

1983-01 -  
1984-01

- **Computer Learning Center, Graduate in Computer Programming**

- Course in Assembler
- Course in JCL
- Course in COBOL