

IAN GAHAGAN

USER EXPERIENCE DESIGNER

CONTACT

- 📞 425-273-3202
- ✉ isgahagan@gmail.com
- 🌐 www.iangahagan.com
- 📍 Seattle, WA

SKILLS

- **Design:** User Research, Prototyping, Wireframing, Creating and Conducting Usability Tests, Accessible Design, Surveying, Presenting, Design Defense, Information Architecture, Persona Creation, Storyboarding,
- **Development:** Front-End Development using HTML 5, CSS, JavaScript, AJAX and PHP, Quality Assurance, Accessibility, Organizing Sprints, Managing Priorities and Budgets, Offshore Developer Management, Agile Development, Software Testing, Quality Assurance, Database Management
- **Other:** Software Support, Software Training, Customer Service, Working Remotely, IT Management

TOOLS

- **Design:** Figma, Adobe XD, Axure, InVision, Canva, Photoshop, Illustrator, InDesign
- **Development:** JIRA, Pivotal Tracker, Brackets, GitHub, MySQL Query Browser
- **Productivity:** Confluence, Slack, Zoom, Google Apps, Citrix Products, Microsoft Products, DropBox

EXPERIENCE

UX Generalist

Tommy Bahama 2019 - Present

- Explore opportunities to improve UX
- Discover and solve accessibility issues
- Conduct competitive analyses
- Consolidate research to inform strategy
- Communicate concepts through wireframes
- Advocate UX best practices

Web Designer Associate

CDK Global 2015 - 2019

- Design websites for the automotive industry
- Create assets to enhance designs
- Design demo sites to assist the sales team
- Develop code to improve sites
- Provide consultations to customers
- Cross-departmental collaboration

UX Designer & Technical Specialist

Basepin 2013 - 2015

- Created wireframes and mockups
- Managed offshore development team
- Provided software support to customers
- Managed website updates and bugs
- Provided internal IT support

Web Development Intern

Korrio 2013

- Conducted user research
- Helped design initial mobile application
- Developed code on the Korrio platform with a focus on usability

Software Test Associate

Microsoft (Volt contracted) 2012 - 2013

- Searched for flaws in the software
- Utilized multiple reporting tools to record and transfer information
- Worked as both a team member and individually