

Craig Woollard

Work Experience

Senior Human Factors Engineer

LexisNexis

11/2011 - Present

Human Factors Engineer

LexisNexis

09/2008 – 11/2011

- Creating user interface and interaction designs for online information products for EMEA and APAC;
- Devise and document user interaction and workflows in specification documents;
- Lead small to large projects for new and existing products;
- Working in a multiple project environment, with global project teams, alongside external agencies.

Quality Assurance Analyst

STA Travel Group

08/2007 – 09/2008

- Authored and executed test cases and scripts to meet operational and business quality objectives;
- Verified that all bugs raised by QA were well-defined and maintained;
- Raised monthly change controls for deployment to UAT and LIVE;
- Provided recommendations for automating regression testing.

Customer Services Agent

Lloyds TSB

2006

- Liaised with customers, dealing with a wide variety of credit card based queries.

Education

BSc (Hons.) Business Computing Systems

City University, London

First-class

2006 - 2010

- Dissertation titled "Reducing the burden of contact management through cloud computing" awarded First-class;
- Studies included: HCI, Requirements Engineering, Software Engineering, Object Orientated Analysis & Design, Systems Theory, Computation & Reasoning, E-Commerce, Systems Architecture, IT Security.

BTEC National Diploma for IT Practitioners

South East Essex College of Arts and Technology

Distinction, Distinction, Distinction

2002 - 2005

- Completed two development projects from inception to implementation, both awarded Distinction.
- Studies included: HCI, Systems Analysis & Design, Systems Justification, Programming Concepts & Practices, Business Information Systems, Website Management, Website Development and Expert Systems;

General Certificate of Secondary Education

The Prittlewell Technology College

1997 - 2002

- Nine including: English and English Literature, Mathematics, Science, Business Studies and

History.

Skills & Abilities

User Experience

- Wireframing from a page schema to the minutia detail of a highly interactive component using Axure or Visio;
- Storyboarding, flows (Visual Vocabulary) and Use Case specifications to articulate workflow and user interaction.
- Meticulous documentation for components in the form of annotated designs and interaction specifications for front and backend developers;
- Prototyping (high and low-fidelity) using Axure or HTML, CSS & JavaScript;
- Detailed decomposition of a products UI and workflow in the form of a heuristic evaluation;
- An understanding of programming principles and technologies along with their constraints.

Information Technology

- HTML, CSS, JavaScript, PHP, Java, Visual Basic 6, VBA, SQL, XML, UML 2;
- Axure RP, Photoshop, Dreamweaver, Eclipse, Aptana Studio, Blueprint Requirements Center, Microsoft Office, Windows (3.1 – 7), OS X, Linux, Android.

Interests & Activities

- Learning Swedish;
- Spending time with family and friends;
- Martial arts (practiced Shotokan Karate);