CHRISTAN FERGUS

Lead Product Designer
UXC

720.840.4206
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christanfergus.com
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A design leader who understands the big picture, I form strategies rooted in research, empathy, and best practices to design experiences users need to accomplish their tasks.

Career Achievements

- Implemented a system which provides immediate insight into closing errors, **enabling us to charge approximately 35% more per transaction, totalling $375K/month in additional revenue**

- Created new dispatch software which **increased user satisfaction by 80%**

- Led a team which built an innovative recipe site which integrated with an existing grocery delivery service, resulting in a **40% increase in sales within 1 year**

Recognized For

Collaboration | Leadership | Pragmatism

Key Skills

Thought leader

Empathy

Collaborative

Communicator

Technical leader

Coach & Mentor

Technical Skills

Design Thinking method

User research & testing

Design systems

Personas

User journeys

Flow charts

Wireframing

Prototyping

Professional Experience

Lead Product Designer | Snapdocs   **05/2021 - Present**
Real Estate Closings
Leader of the automation group focused on machine learning in lending document quality control

- Reduced the time it takes a loan officer to check documents for errors by 15 minutes per loan, **saving users 8-15 hours per month** of costly time.
- Implemented a system which provides immediate insight into closing errors, **enabling us to charge approximately 35% more per transaction, totalling $375K/month in additional revenue**

Senior User Experience Architect | ZOLL   **07/2016 - 05/2021**
Medical EMS SaaS
Strategic leader for green-field SaaS, mobile, and existing SaaS products

- Built a one-of-a-kind SaaS dispatch tool which saw **100% adoption with the 6 companies** who tested the software
- As the senior user experience architect, I partnered with the engineering lead to design a system which brought **release times down from 2 months to 2 weeks**
- Created new dispatch software which **increased user satisfaction by 80%**

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Education

Bachelors in Multimedia Design

Westwood College

2007 - 2008

Associates in Graphic Design

Clovis Community College

2000 - 2003

Certifications

User Experience Design (UXC)

Nielsen Norman Group

2019

Web Accessibility

Deque University

2019

Situational Leadership

The Center For Leadership Studies

2010

Instructor | Front Range Community College 01/2014 - 06/2017

Higher Education

Taught a 200 level web development course fueled by real world scenarios and experience

Lead Front End Developer | Door to Door Organics 03/2011 - 05/2016

Grocery E-Commerce

Responsible for front end software architecture, people leadership, & a learnable ecommerce experience

- Led a team which built an innovative recipe site which integrated with an existing grocery delivery service, resulting in a **40% increase in sales within 1 year**
- As front end developer/designer, I **grew the team from 1 to 5**

Owner/Freelancer | Fergus Design 01/2008 - 12/2011

Small Business Development

Coached, designed for, & supported small businesses and their online presence