

RYAN HIGGINS

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ryanhiggins.me

EDUCATION

Wilmington University,

Bachelor of Science in Interactive Multimedia Design, 2008

TECHNOLOGIES

- HTML5, CSS3, JS & jQuery, AngularJS
- Responsive Web Design
- WordPress
- Adobe Creative Suite
- Invision & Adobe XD (Prototyping)
- UserTesting.com
- HTML email production
- Balsamiq
- Axure

Profile

Self-motivated, experienced lead user experience designer seeking in-house role with organization with emphasis on design culture. Strong knowledge of latest frameworks used to hand-code user-centered, responsive user interfaces. Accustomed to developing digital experiences for high traffic websites, conducting user research, and making data-driven decisions.

Adept in synthesizing business objectives and user needs into cohesive UX deliverables. Experienced in presenting projects to executive-level colleagues, leading workshops, and developing junior-level team members.

Experience

DIGITAL DESIGN & DEVELOPMENT MANAGER

– WILMINGTON, DE | 2016-PRESENT

- Led team of junior developers in reducing accessibility issues 82% (WGAC 2.0)
- Conducted cross-functional UX design studio workshops for homepage optimization, enterprise CRM touchpoint, portals, & redesign project.

LEAD WEB DESIGNER, WILMINGTON UNIVERSITY

– WILMINGTON, DE | 2009-2016

- Responsible for the design and front-end production and user experience of front-facing university websites, HTML e-mail design and development, and email marketing system training and administration.
- In 2013, led the responsive website redesign of the second fastest growing private non-profit university in the United States.
- Responsible for social media strategy and governance, lead institution-wide user groups, oversee administration and social media management.

ADJUNCT FACULTY, WILMINGTON UNIVERSITY

– WILMINGTON, DE | 2013-PRESENT

Instruct undergraduate 300-level courses in design and standards-based development using HTML5, CSS3, and JavaScript. Developed lesson plans and curriculum for teaching responsive design and advanced user interface design techniques.

Design Thinking Methods & Research

- Conduct Design Studio Workshops
- Develop user personas
- Create Interactive prototypes and mockups
- Taxonomy and card sorting
- Conduct remote/In-person user testing
- Build custom reports in Google Analytics
- Perform accessibility optimization(508 Compliance)
- Lead user training(CMS, email marketing software, social media management software)