

CHRIS HANSON

Emerging UX Designer | Figma · Heuristic Evaluation · Usability Testing
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PROFESSIONAL SUMMARY

UX designer in active career transition, bringing a Google UX Design Professional Certificate, a portfolio of UX case studies, and a decade of experience evaluating interaction behavior from the inside out. Having spent 10+ years systematically analyzing how users move through software — identifying where flows break, where language misleads, and where design creates friction — I bring a grounded perspective to UX work that is rare at the junior level: I know what breaks first, and why. Seeking a junior UX designer role where structured thinking, usability instinct, and a user-first mindset translate directly into better product experiences.

UX PORTFOLIO

DarkHeart Brewing | UX Audit & Redesign

- Conducted an NN/g heuristic evaluation and WCAG 2.2 AA accessibility audit of an existing brewery website
- Produced a formal audit report, a basic design system, and a hi-fi redesign prototype in Figma

SafeCU | UX Teardown & Analysis

- Performed a heuristic review and WCAG 2.1 accessibility audit of a credit union homepage; documented usability issues and mapped key user flows
- Deliverables included an interaction specification log and a 5-stage user journey map

The Mothership | Google UX Design Certificate Capstone

- Led the full UX design process for a craft-beer discovery mobile app: user interviews, competitive analysis, wireframes, usability testing, and hi-fi prototype in Figma

Full case studies: qualityassuredux.com

PROFESSIONAL BACKGROUND

Brightstar (formerly International Game Technology (IGT)) | Sacramento, CA Software Quality Assurance Engineer II | *January 2019 – August 2025*

- Evaluated user interaction behavior across complex software workflows, identifying experience inconsistencies and flow breakdowns before they reached end users
- Created workflow diagrams and wireframes in Visio to map user journeys, surface usability gaps, and predict interaction failure points
- Applied AI-assisted methods to analyze software requirements through a user-centered lens, clarifying ambiguous criteria and improving interaction specifications
- Served as test lead across multiple projects — managed documentation, coordinated with developers and stakeholders, and acted as primary point of contact
- Improved monthly product testing efficiency by approximately 50% by restructuring workflows and optimizing coverage strategy
- Authored hundreds of structured test cases; logged defects in Jira with video captures and annotated screenshots to support resolution

Folio Dynamix | Sacramento, CA

Quality Assurance Analyst | *August 2015 – December 2018*

- Led QA for a major software enhancement — analyzed detailed requirements documentation and executed 600+ structured test cases
- Evaluated interaction behavior and release stability through monthly production smoke testing
- Collaborated with developers and business analysts to maintain project alignment and resolve issues
- Logged and tracked defects in Jira with detailed reproduction steps and supporting evidence

Revenue Solutions, Inc. (RSI) | Roseville, CA

Associate Quality Assurance Analyst | *September 2013 – January 2015*

- Performed functional and regression testing for software products supporting state and local tax revenue agencies
- Developed and executed structured test cases for enhancement projects
- Applied investigative troubleshooting to identify root-cause issues

SKILLS

UX & Design: Figma (wireframing, prototyping) | User Research | Usability Testing | Heuristic Evaluation (NN/g) | Accessibility Auditing (WCAG 2.1 & 2.2) | User Journey Mapping | Interaction Specification | Design Systems | Workflow Diagramming (Visio)

Product & Systems Knowledge: Interaction Logic Validation | Requirements Analysis | AI-Assisted Analysis | Jira | Postman | Excel | Word | MS Teams

PROFESSIONAL CERTIFICATES

Google UX Design Professional Certificate — Coursera, November 2025

Microsoft UX Design Professional Certificate — Coursera, December 2025

EDUCATION

M.A., Organization Development (I/O Psychology) — University of San Francisco

B.A., Psychology — University of California, Davis