

CHRISTIAN GRAF



PERSONAL INFORMATION

Married, German nationality

Born 18.06.1977 in Rostock, Germany

EDUCATION AND TRAINING

Since 1/2008 (part-time) PhD at the University of Hamburg and Bremen

10/1999 – 02/2006 Dipl.-Ing. of Computervisualistics in Magdeburg: grade 1.7

6/1997 Graduated from Humboldt High School: grade 1.5

COMPETENCES AS USER-EXPERIENCE ARCHITECT

Core competences	User Experience Engineering: user research for & conceptual design of interaction experiences following the user-centered design approach; formative and evaluative usability methods
User Research	Structured interviews, questionnaires; panels and group moderation, elicitation of new product ideas with creativity methods
Conceptual Design	Digital & paper prototyping, cardsorting; detailed design using UI patterns, digital mockups, and collaborative prototyping
Usability Methods	Systematic requirements analysis, usability engineering: qualitative and quantitative methods, statistical analysis
Meta-competences	Project planning & coordination, communication & presentation skills; Safe, eloquent demeanor, quick learner

PROFESSIONAL CAREER

Since 2008 Freelance User Experience Consultant doing mostly user research (surveys & panels), concept design (card sorting, Innovation Jam workshops) & usability evaluation (expert reviews, usability testing)

05/2006 – 12/2007 Usability Engineer at the Fraunhofer Institute for Experimental Software Engineering: Systematic requirements analysis, usability evaluation and innovation consulting

2001 – 2005 Various appointments at the University of Magdeburg (student assistant, trainer) and as an intern at scientific institutes: design, programming and evaluation of software components

2000 – 2006 Independent part-time application developer (project management, requirements analysis, concept design, implementation in Java, PHP, MySQL, HTML)

VOLUNTEERING

2011 & 2013	Co-organizer and co-moderator of the un-conference " Spaceship Earth " in Hamburg
2012	Co-organizer and co-host of Creativity Jam 2012 in Hamburg
Since 2011	Mentor in the alumni association of the Friedrich Ebert Foundation
Since 2011	Local Leader of the Interaction Design Association, Chapter Hamburg and co-organizer and host of the monthly User Experience Roundtable Hamburg
Since 2010	Organizational consulting and conception of the online strategy of Freizeit-Helden.de
Since 2008	Peer-review of scientific articles for journals and conferences: CHI, UxPA, MMI Interactive

ABROAD

7/2002 – 8/2003	New Zealand: Semester abroad & Internship at the Human Interface Technology Lab New Zealand, Christchurch
7/1997 – 6/1998	Bosnia and Herzegovina: Country Director for the humanitarian organisation „Schüler Helfen Leben“ in Sarajevo

LINGUISTIC PROFICIENCY

English	7 years of schooling plus 2 years of work and everyday language – fluent
French	5 years of schooling plus 3-week language course in France - sufficient

SCHOLARSHIPS & AWARDS

1/2002 – 09/2005	Scholarship of the Friedrich Ebert Foundation
01/2008 – 12/2009	Fellow of the Graduate School CINACS

OTHER

7/1998 - 9/1999	Car accident and subsequent rehabilitation
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KNOWLEDGE & SKILLS

Core Competencies

Analysis	Systematic analysis of existing documentation systems of interaction of the requirements and desired improvements in eg user surveys and focus groups
Conception	Coarse and fine conception and specification of interaction systems in accordance with ISO 9241 and based on known heuristics (Nielsen, Shneiderman, etc.) Preparation of (interactive) dialogue prototypes using paper prototyping, wireframes, high-res mock-ups with as Axure, Omnigraffle, Balsamiq, Visio, Photoshop and PowerPoint Systematic design using the User Interface Design Patterns from the Yahoo Design Library or by authors such as Tidwell & Borchers
Evaluation	Qualitative & Quantitative Evaluation Method such as user tests (eg with Morae), heuristic evaluation, user surveys and observations, including documentation and statistical analysis with SPSS, R or Excel

Metacompetencies

Project management & team coordination
Communication & presentation skills
Secure, eloquent demeanor; quick learner; solutions-oriented approach

Special skills

Moderation and mediation techniques for groups
Stimulation of creativity for idea generation
Design Thinking methodology

Another

Practical knowledge of web and application programming with, for example, Java, MySQL, PHP & HTML / CSS

PROJEKTERFAHRUNG



1. UX consultant for a start-up in the business field of digital media and social networks (from 2013)

- Tools: Cognitive walkthrough, personas
- Achievements: Review of the information architecture and the site structure, improvements in the business plan, including clear definition of the target group and the core product

2. UX consultant for a website of a nonprofit organisation in Frankfurt (2010-2013)

- Tools: Cardsorting, Paper & interactive prototypes, project management
- Achievements: High UX despite limited resources, ease of use



3. Facilitator in a Creativity Jam workshop for product development with 20 people (2012)

- Tools: Modified design thinking approach, particularly user-driven innovation and prototyping
- Achievements: Five innovative concepts for digital products were developed



4. Multinational (Austria, the Netherlands, Russia) user research & product development workshop for Gigaset (2012)

- Tools: focus groups and my own workshop format ("Innovation Jam Workshop")
- Achievements: Documentation of multinational contexts of use; concrete innovative ideas for the functional and UX improvement of the portal were identified, evaluated and summarized to groups of ideas ready to be taken to the developers



5. Workshop facilitator for group creativity at the University of Twente in the Netherlands (2011)

- Tools: Own Procedure ("Innovation Jam Workshop")
- Achievements: teaching creativity techniques, group work techniques and approaches to innovation development



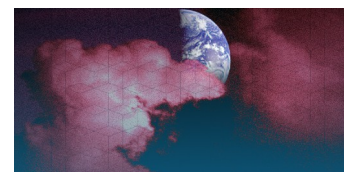
6. Usability study of an intranet web application at Daimler AG in Stuttgart (2011)



- Tools: heuristic evaluation, usability testing with Morae, user interviews and questionnaires, project management
- Achievements: Primary identified work context and user groups, and documented; documentation of acceptance problems among users and reasons, identification, documentation and vulnerability prioritization in UI design and workflows, concepts for new UI



7. And event co-host of the conference [Raum Schiff Erde](#) in Hamburg (2011 & 2013)

- Means: A lot of personal commitment, organization and coordination (podio.com) with 5-10 other organizers web-based project management tool



- Achievements: Successful implementation with 15 speakers from all over Germany, nearly 100 guests, while free
8. Usability study of an intranet application for centralized order-handling for Paper Union in Hamburg (2009) 
- Tools: heuristic evaluation, user interviews and field observation
 - Achieved goal: Identification and prioritization of vulnerabilities in the UI design and the processes at work;
9. Usability engineering in the department Requirements and Usability Engineering at Fraunhofer IESE (2006-2007) 
- Design, preparation and implementation of workshops with the customer, development and documentation of training materials
 - Design and implementation of user studies to evaluate the intelligibility of a language requirement
 - Usability evaluation of user interfaces
 - Exploration and design of motivational UX Pattern
 - Means: Cardsorting in group work, wireframe models and interactive prototypes
 - Achieved goal: definition and concept of UX patterns, adapting an existing application using UX pattern, a successful pilot test
10. Planning, requirement analysis, design of parts of an internet alumni platform (2004-2006) 
- Tools: Personas & Use Cases, wireframe models and rapid prototyping
 - Achieved goal: design and implementation of UIs
11. Porting an MS access database, including planning, requirements analysis, design and implementation as a web application for address maintenance of a high school diploma graduating class
- Tools: Wireframe models, paper and interactive prototypes, heuristic evaluation, project management
 - Achieved goal: design, implementation and pilot test the application
12. Planning, requirements analysis, design and implementation of an internet application for distributed management of project data
- Tools: Cognitive Walkthrough, paper prototypes, heuristic evaluation, project management
 - Achieved goal: design, implementation and pilot test the application