

ZACHARY WILLIS

UX DESIGNER & WEB DEVELOPER

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UX Designer and Web Developer with seven years' experience implementing an Objective Based Design approach in alignment with Agile development philosophies. I have contributed to the production of enterprise class software projects and start-up apps leveraging my strong communication skills, team collaboration and diligent organization to bring creative and intuitive solutions to life. Experienced in the conception of brand new, fully custom web solutions built on HTML5, CSS and JavaScript as well as the migration and redesign of existing applications, namely SharePoint and Microsoft Dynamics CRM.

» Professional Experience

Knight Point Systems

UX Designer & Business Analyst

June 2014 -> Present

Meet with the user community to gain a robust understanding of current business processes and collaborate on identifying areas of friction and opportunities for improvement. Document user flows and iterate wire frames to quickly collect feedback directly. Conduct user reviews of sprint output to walk through the implementation of solutions and gather feedback for further refinement. Implement custom sites, lists and work flows in SharePoint to support current state operations.

2008 – 2014 Freeport Technologies

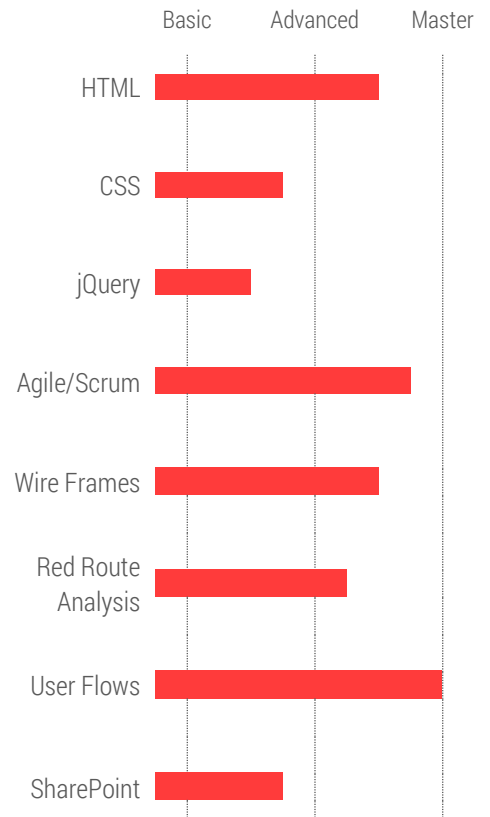
Technical Operations Production & Logistics Manager

Oversaw the fabrication and provisioning of custom Audio/Visual systems. Deeply involved in the evolution of a HTML5 based web application, contributing to the areas of UI & UX design, taking the app from a preliminary concept to a matured product that was intuitive with built in configuration features increasing the accessibility and scalability of the application. Provided visual design resources to create a common theme for the company's product and service lineup.

Customer Support Manager

Responsible for contract renewals and ensuring service quality by customizing Microsoft CRM to enhance quality surveillance of service activity and provide a cleaner structure for staff members to input data and coordinate resources. Filled the role of software tester for custom HTML based web application, developing and executing test cases.

» Skills



» Education

Western Governors University

B.S. Information Technology

Graduated 2012