



NILS P PEDERSEN

SENIOR USER EXPERIENCE DESIGNER

PROFILE

I am a passionate UX Designer with extensive experience in complex enterprise applications.

My design philosophy is to focus on the big picture - without overlooking the details.

I have been told that I am a great team player, work well with engineering and product management, and take feedback constructively.

SKILLS

User Experience Design, Prototyping, User Research, Information Architecture, Conceptual Models, Style Guides.

Axure, Balsamiq, Sketch, Photoshop, Illustrator, InDesign, Fireworks, Dreamweaver, Visio, HTML/CSS, Flash.

RECOGNITION

Method and apparatus for managing system resources using a container model (joint), U.S. Patent: 7814491.

"Towards a Task Oriented Method for Accessing Network Based Services" - presented at CHI/MIT '10.

"SunSoft's Java User Interface Model for System and Network Administration" - presented at BCS HCI '96.

CONTACT

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EXPERIENCE

Customer Experience and Support Dec 2017 - Aug 2018
Spectrum, Colorado Springs, CO

Providing customer experience support and analysis of internet and voice services.

Conducted an investigation of the efficiency and effectiveness of the support system, including analysis of the goals, tools, processes and actors.

Senior UX Designer (Staff Engineer) Dec 2013 - Jul 2016
VMware, Palo Alto, CA

Greatly simplified vSphere HA configuration user experience. Redesigned the pages to reflect the underlying model.

Addressed competitive threat to vSphere from VMTurbo. Undertook an investigation to propose a UX response to a business threat posed by a competitor product to VMware.

Senior UX Designer (Technical Leader) Mar 2008 - Oct 2013
Cisco Systems, Colorado Springs, CO

Developed an information architecture framework to enable the consistent and complimentary development of Cisco Prime tools. Validated the IA with stakeholders.

Streamlined workflows for Cisco's VPN end-users, enabling them to focus on their real work - not configuring their PCs.

UX Designer (MTS/Staff Engineer) Jan 1994 - Feb 2008
Sun Microsystems, Colorado Springs, CO

Lead designer for the Solaris Management Console, Sun's most popular GUI tool for administration and configuration.

Led the architectural review of GNOME, delivering a more competitive and modern desktop while maintaining compliance with Solaris's system integration requirements.

EDUCATION

University College London Sep 1989
MSc, Human Factors

Dissertation: Generation of Requirements for a User Interface Design Tool.

Imperial College London Jul 1988
BEng, Mechanical Engineering

Joint winner of Institute of Mechanical Engineer's final year project prize.

REFERENCES

Peter Shepherd
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