

Gary J. Anderson

Pragmatic Researcher // Principled Designer // Passionate Leader

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 @garyjanderson

Education

Master of Human Centered Design and Engineering (HCDE)

University of Washington – June 2016 | Award for Academic Excellence

Master of Business Administration (MBA)

Boise State University – December 2005

Bachelor of Science (B.S.) Psychology / Business Administration Minor

Montana State University – December 1998

Related Experience

UX Program Manager

Microsoft | Oct 2015 - Present

- Provide strategic leadership for all UX Activities within supported projects
- Serve as Product Manager for the delivery management experience platform
- Directly manage 3-8 research, design, and process contract resources
- Train others to execute user-centered design processes and methodologies
- Conduct user-centered design research and design methodologies

Instructor | UX Advisory Board

Bellevue College | Jun 2014 - Present

- Create, refine, and instruct the UX Interaction Design course (UX Certificate)
- Serve on UX Advisory Board, providing expertise and guidance

UX Engineer - UX Strategic Lead

Costco | Dec 2013 - Oct 2015

- Provide leadership, mentorship, and guidance for 13 UX Designers (FTE)
- Provide strategy and oversight for all user research and design efforts
- Interact with all levels of the organization to represent research and design
- Evangelize user-centered design via presentations, training, and processes

UX Designer

Costco | Nov 2012 - Dec 2013

- Iteratively design user experiences via user-centered design methodologies
- Plan and conduct user research activities (see Qualifications sidebar)

UX Leader (UX Manager)

SUPERVALU | Sep 2012 - Nov 2012

- Manage a team of three UX Designers (FTE)
- Develop and implement training and processes for IT Business Delivery (BD)
- Provide hands-on UX research and design support (see Sr. UX Analyst, below)

Sr. User Experience (UX) Analyst

SUPERVALU | Jun 2008 - Sep 2012

- Serve as UX team lead (January 2011 through September 2012)
- Plan and execute usability studies utilizing multiple research methods
- Provide interaction (wireframes, prototypes, etc.) and visual design support
- Design and implement usability and data visualization training courses

Education Developer / Manager

SUPERVALU | Aug 2005 - Jun 2008

- Design training materials for 20+ major projects and corporate initiatives
- Manage the development work of four instructional designers
- Facilitate multi-day leadership training for corporate and retail associates

Certifications / Training

SAFe Product Manager/Owner/Leader

Scaled Agile Community, 2016

Leadership Development

Costco Wholesale, 2014

Certified Usability Analyst (CUA)

Human Factors International, 2010

Project Management

Watermark Learning, 2009

Business Process Design

SUPERVALU, 2008

Managing Organizational Transitions

William Bridges & Associates, 2007

Mediation Fundamentals

Montana Settlement Center, 2002

Qualifications

Research

Card sorting
Cognitive walkthroughs
Competitive analysis
Contextual inquiry / field research
Heuristic evaluation
Personas
Requirements elicitation
Survey design
Usability testing

Design

Illustration
Interaction design
Instructional design
Process design
Prototyping
Sketching
Storyboarding
Visualization
Wireframes

Software

Adobe Creative Suite (Ai, Id, Ps)
Axure
HTML / CSS
Microsoft Office / G Suite (Google Apps)
Morae

Other Skills

Client consultation
Product management & ownership
Project management
User recruitment
Training facilitation