

Robert Chilton

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ROBERT CHILTON / A user experience team leader with the proven know-how to combine creative and usability viewpoints resulting in world-class web and mobile applications. Robert possesses more than two decades of design team leadership experience motivated by human-centered design, design thinking, strategy & best practices in support of user/customer and business objectives.

PROFESSIONAL EXPERIENCE

Cambria Solutions

UX Specialist / June 2017 - current

- Work closely with product management and business stakeholders to develop customer stories and journey maps, intuitive interactions through the use of mock-ups and working prototypes
- Synthesize user feedback, user research and data
- Efficiently communicate design goals and direction with key stakeholders and leadership
- Research user behavior to identify business, customer and product needs
- Utilize customer and industry research, including user testing, to gather feedback on design and functionality
- Streamline and simplify user and operational processes while engaging various work groups

Golf Channel - GolfNow.com

Manager, User Experience & Information Architecture / Jan 2011 - Nov 2016

- Evangelize human-centered design and educate product management, developers, and stakeholders about the purpose and value of UX
- Led UX design on ground-breaking web & mobile applications that redefined the market landscape. Displaced competitors by remaining ahead of the curve in anticipating user needs; delivered interactive device apps that helped capture the #1 market position.
- Regularly present the team's work to Golf senior managers and GolfNow.com executives for review and feedback
- Designed high-impact, user-centered Web sites with strong emotional appeal, sophisticated production values and intuitive navigation to maximize user engagement and cement powerful brand identities.
- Developed product & user testing scripts for current and new designs; coordinating with QA, developers and designers to ensure improvements are applied
- Manage design work across numerous initiatives, through successful project execution, tracking and resourcing

Robert Chilton, Inc.

Creative Director / Jan 2007 - Jan 2011

- Created and executed long-term visual direction for clients' products and brands through a universal visual language, best practices, and custom tools.
- Collaborated with clients' internal product management, marketing/acquisition, UI, and technology teams to develop new design initiatives and product feature sets.
- Determined the best ways to visually represent business, marketing, and creative communication strategies into powerful messages to capture each audience.

MagNet.tv

User Experience / Mar 2007 - Dec 2008

- Developed creative UI & UX design and documentation through wireframes, flowcharts, prototypes, and user interface studies; also performed design, testing, and production.
- Advanced UX and design efforts within the company through cross-functional collaboration and identification of user requirements to shape and prioritize feature sets across multiple platforms.
- Improved team knowledge of semantic standards including HTML5, CSS3, JavaScript and other web scripting languages

SkillJam Technologies

Creative Director / Apr 2005 - Dec 2006

- Established and managed in-house design department in addition to external design resources and relationships for SkillJam and 90+ online casual games partners.
- Performed all activities related to creative management, such as marketing creative and design, game design, website landing page and integration, corporate identity, print media, and sales support documentation.
- Determined specific design solutions in coordination with sales, marketing, game development, international and mobile media department heads.
- Resolved office disputes between co-workers as well as mentored career growth

EDUCATION

Bachelor of Science, Graphic Design

Woodbury University Los Angeles, CA

ACHEIVEMENTS

- NN/g UX Conference 2016
- UX Summit SFO 2019

- Host: Sacramento User Experience Meetup
- Organizer: SacUX Slack Workgroup

SKILLS & TOOLS

- Design Thinking
- Competitor Analysis
- UI Design
- Interaction Design
- Usability Testing
- Accessibility Protocols
- Web Analytics
- Rapid Prototyping
- Persona Creation
- Information Architecture
- A/B, Card Sort, User Testing
- Animation/Motion Graphics
- Affinity Diagramming
- Requirements Definition
- Wireframing
- Sketch
- Abstract
- Figma
- Axure RP
- Adobe CC
- Agile / Scrum
- Design System
- Content Management Systems
- Jira / Confluence
- Miro
- Trello