

Brian Carter

USER EXPERIENCE DESIGNER

I live in the SF Bay Area. Previous employers and clients include Microsoft, Amazon, University of Kansas, and UC Berkeley.

About me ...

BRIAN CARTER

I'm a User Experience & Product Designer with 10+ years of experience designing web and mobile apps based on user needs and business opportunities.

I love constraints, problem solving, and delivering well-researched features that are **feasible**, **desired**, and **viable**. I get excited about storytelling, craft, and collaborating with developers.

For my next role, I'm looking for a diverse team wanting a user-centered approach.



me →



Experience and software

INDUSTRY KNOWLEDGE

Design Thinking,
User Experience,
Product Design,
Design Strategy,
Feature Planning,
Usability, Accessibility,
Human Computer Interaction,
Design Sprints,
User Stories,
Rapid Prototyping,
Wireframing.

TOOLS & TECHNOLOGIES

Sketch App,
inVision,
Adobe Photoshop,
Adobe Illustrator,
After Effects.

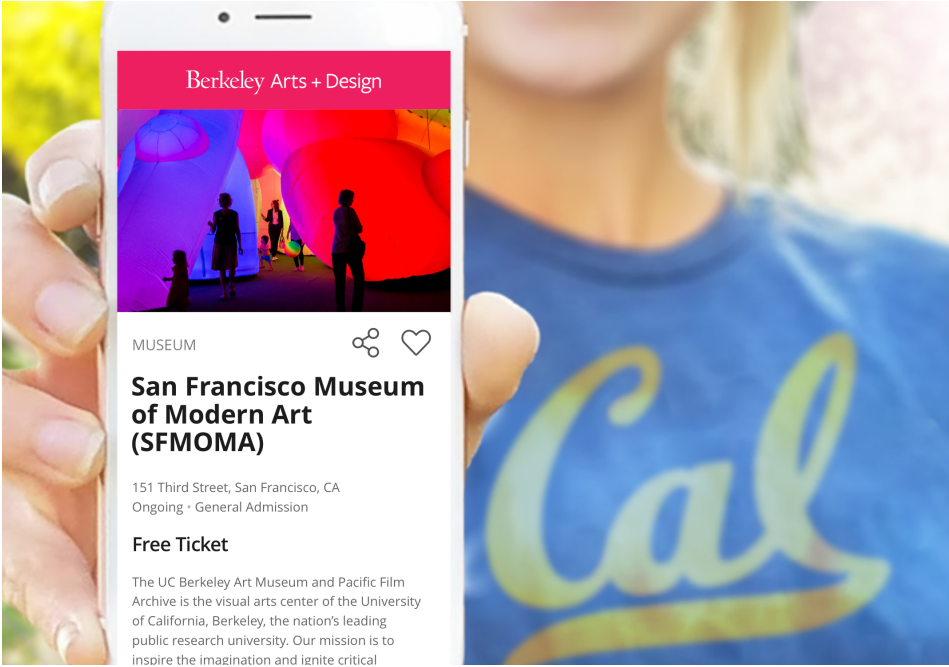
METHODS EXPERIENCE

UX Research,
Heuristic Evaluation,
International User Studies,
Study Protocol, Scripts,
A/B User Tests,
Eye Tracking,
Methods Bias,
Design Principles,
Contextual Inquiry,
Feedback via UserVoice
& Helpshift.

jQuery, HTML5, Next.js,
Document Object Model,
Static Site Generation,
Bootstrap, Sass, CSS3,
XML, XSLT.

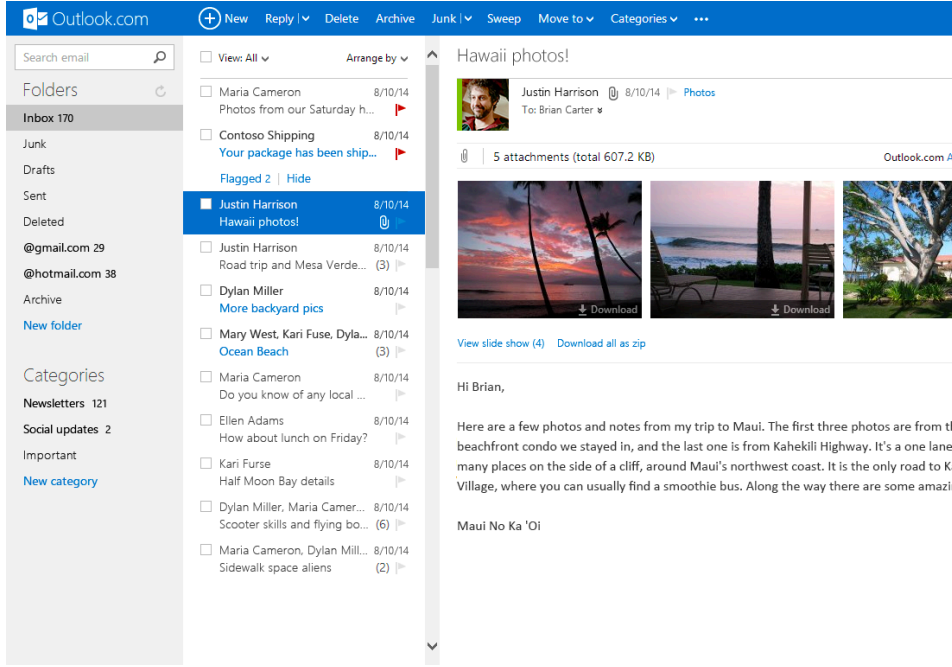
Select projects

The following projects demonstrate my range of skills and experience as a User Experience & Product Designer



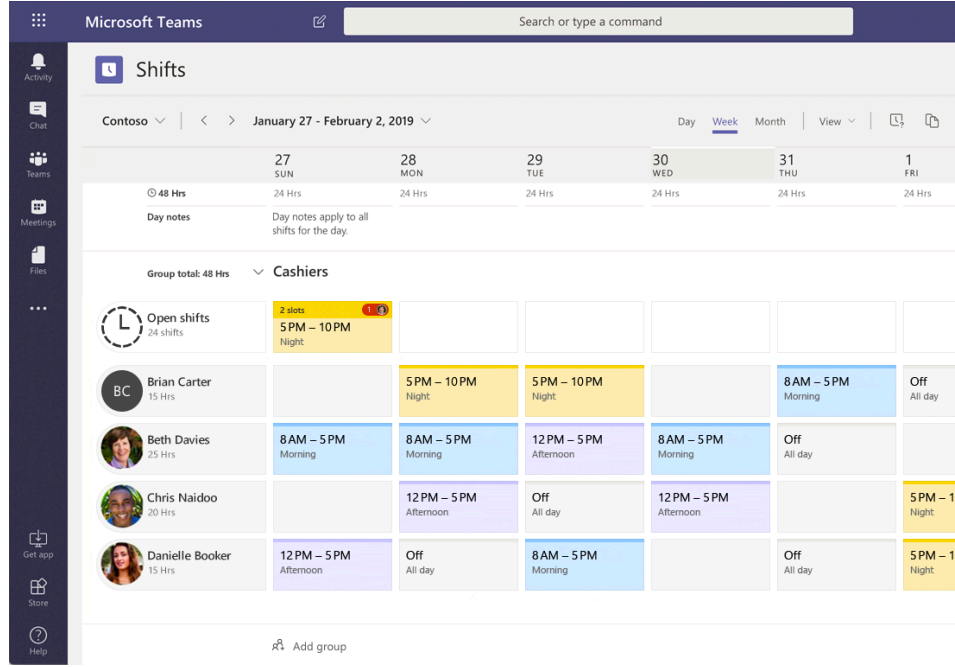
UC BERKELEY Arts Passport

Planning and roadmap for the next
phase of free access



MICROSOFT Outlook.com

Usability and product design across
Hotmail, Outlook, O365



MICROSOFT Microsoft Teams

Unblocking large organizations via
user collaboration

UC BERKELEY 2019

Arts Passport

Berkeley Arts + Design



MUSEUM

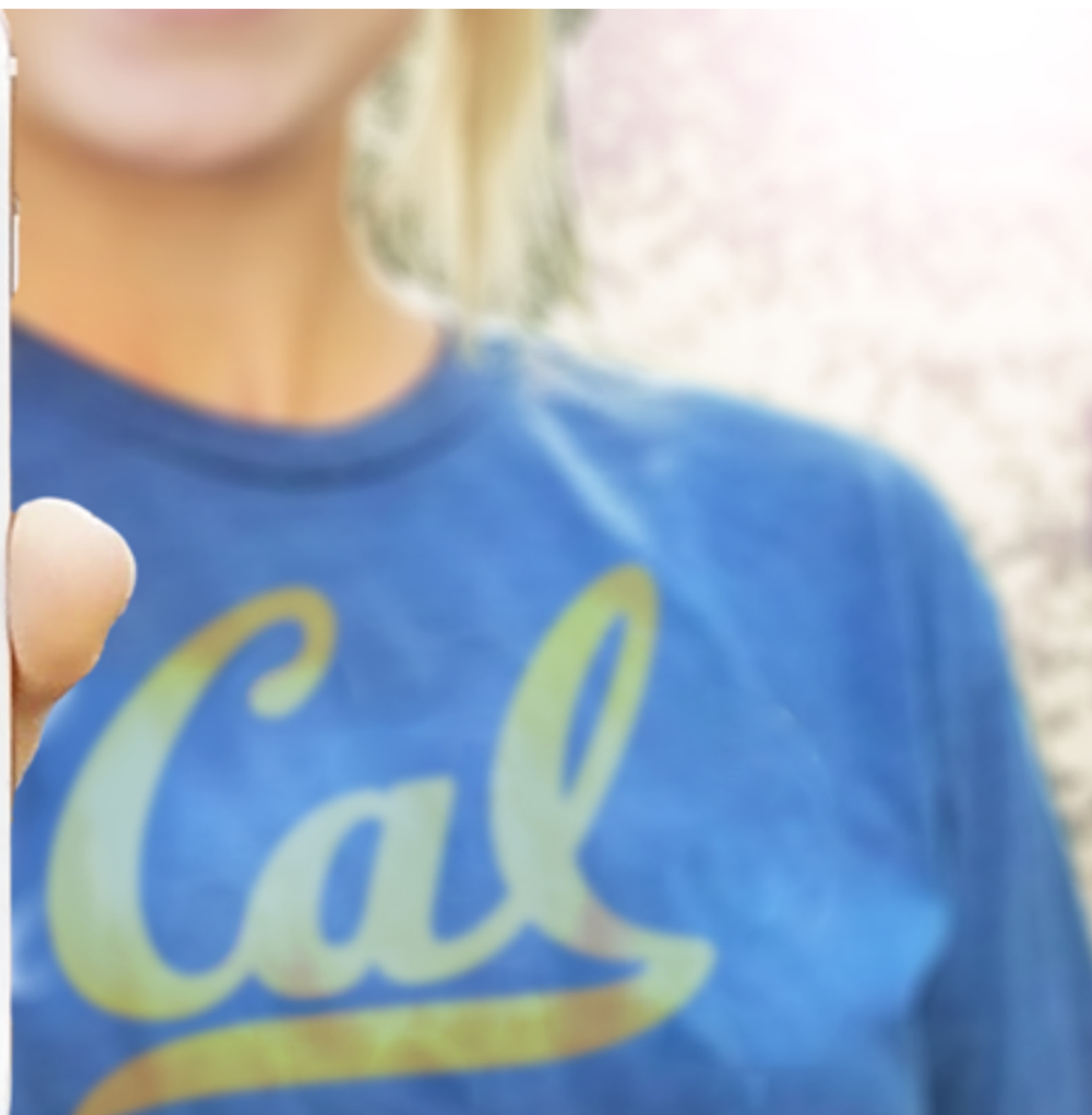


San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
Ongoing • General Admission

Free Ticket

The UC Berkeley Art Museum and Pacific Film Archive is the visual arts center of the University of California, Berkeley, the nation's leading public research university. Our mission is to inspire the imagination and ignite critical



Arts Passport

OVERVIEW

The Arts Passport is an Arts + Design Initiative at UC Berkeley to provide free and subsidized student access to arts and design experiences, events, and exhibits on and off Campus.

I joined the project in 2019 as a vendor to provide a v2 **roadmap**. A student-built proof of concept existed before my arrival.

Arts Passport

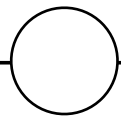
TEAM

- Arts + Design Advisory Council
- Director of Programs & Operations
- Communications Manager
- Business partner for web app wrapper
- Museum and event partners
- My role: **lead, planning, user experience**
- 5 month vendor contract

What feasible opportunities should we roadmap?

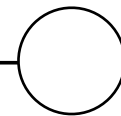
- 1 How might additional archetypes work with the system?
- 2 Some tickets were not picked up. What's going on?
- 3 Heuristic evaluations, cognitive walks, code updates

Timeline



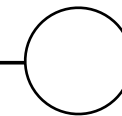
Objective 1 / Define

How might additional archetypes work with the system?



Objective 2 / Explore

Several hypotheses for why some tickets were never picked up.



Objective 3 / Implement

I updated the system to use a shared database, and more.

How might additional archetypes work with the system?

I developed user stories based on **needs and objectives** and presented the stories, tasks, and actions together as a complete **journey**. These stories drove collaboration.

UC BERKELEY 2019

JOURNEY MAP

	Sign in →	Manage users →	Submit event →	Approve event →	List / Details	Reserve ticket →	Pick up ticket →
[] Admin / Manage	Yes	Obj.1 / Define		Not shown			
[] Partner / Submit	Yes		Obj.1 / Define				
[] Student / Reserve	Yes / SSO					Obj.1 / Define	
[] Staff / Verify	Yes						Not shown
[] Guest / View	No / Limited permissions				Obj.2 / Explore		
Boolean: Published / Event							
Boolean: Reserved / Ticket							
User Emotions		Admin is happy because ____. [1] [2] [3]	Partner is happy because ____. [1] [2] [3]			Student is happy because ____. [1] [2] [3]	
Stage 1 / Requirements	[] Multiple user types per user [] Code pattern(s) for user types [] Berkeley SSO integration [] Guest: default / no sign in [] Guest: limited features [] Granular permissions	[] Assign Role(s) [] Need: Email & Org (event pk) [] Assign & Send: Password [] Assign & Send: API key [] Resend	[] Manual publish flow [] Publish dates [] API, API keys, CORS [] API gateway, submit [] API errors	[] All events require approval [] Small edits before approval [] Publish dates		[] Show when reserved [] Inventory vs. reserved [] Time out -> cancels reserved	[] Physical location [] Verification [] Inventory updates
Stage 2 / Future	[] Sponsor / Donor [] Faculty	[] Partner self-service [] Org vs. Event / objects	[] Edit & re-submit [] Receive: too many!	[] 1 event ready to approve [] Auto-approve / trusted [] Send: too many!		[] Time out: notification reminder [] Time out: status message [] Date / seat / choose friends	[] E-ticket / print [] Partner verify
Needs / Goals / Cases	[] Case: Switch user type [] Case: Share, guest access [] Case: Already signed in SSO [] Case: Student FRE (& Guest) [] Case: Invite guest to sign in [] Low barrier to entry	[] Case: I forgot my password [] Case: Employee left w/ keys [] Case: I'm a Student and Admin	[] Case: I don't have a dev team [] Case: It's not In our system [] Case: Our system is rigid [] Case: Why not approved? [] Case: Too many events!	[] Case: Event criteria [] Case: Format criteria [] Case: I check this weekly ? [] Case: Too many events!			[] I don't want to Inventory [] Where do I pick up? [] Where is the ticket? [] Case: unpublished

I developed user stories based on archetype needs and objectives

Every row in Sketch is a **story** within the journey map and each starts with the user, objective, and needs. I narrated these directly from Sketch and Invision.

MANAGE USERS /
ADMIN

USER STORY /
NEEDS

AS AN ADMIN,
I WANT TO

/ Allow partner access
/ Send and resend access info
/ Set partner permissions / role
/ Remember partner affiliations

USER STORY /
NEEDS

AS AN ADMIN,
I WANT TO

- / Allow partner access
- / Send and resend access info
- / Set partner permissions / role
- / Remember partner affiliations

MANAGE USERS /
ADMIN

Admin
Sign in

Email

Password

SIGN IN

CANCEL

Partners

Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor

ADD



Stella Alvarez
Event Partner

Lorem ipsum dolor sit amet, conse
ctetur adipiscing elit, sed do eiusmod
tempor incididunt ut labore et dolore

EDIT



Victor Gray
Role

Lorem ipsum dolor sit amet, conse
ctetur adipiscing elit, sed do eiusmod
tempor incididunt ut labore et dolore

EDIT

Add Partner



Display name
Role

Display name

Select role

Who is this person?

Email

Password

1234567890

Event API Key

ABCD-EFGH-IJKLM-NOPQ

[] On save, send Password and Event API
key to this email address

SAVE

DELETE

Edit Partner



Stella Alvarez
Event Partner

Stella Alvarez

Event Partner

Who is this person?

stella@museum.org

Password

1234567890

Event API Key

ABCD-EFGH-IJKLM-NOPQ

[] On save, send Password and Event API
key to this email address

SAVE

DELETE

User Story / Needs

USER STORY /
NEEDS

AS A PARTNER,
I WANT TO

/ Add events via API

/ Edit and submit API events

/ Add events manually

/ Know status of my events

Sign in / Partner

Partner
Sign in

Email

Password

SIGN IN

CANCEL

Events to Submit

Events to Submit

Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor

ADD

22 Oct 2018

Oakland Museum of
California (OMCA)

PREVIEW

Preview / Partner

Oakland Museum of
California (OMCA)

2155 Center Street, Berkeley, CA
General Admission

The UC Berkeley Art Museum and Pacific Film
Archive is the visual arts center of the University
of California, Berkeley, the nation's leading
public research university. Our mission is to
inspire the imagination and ignite critical
dialogue through art and film, engaging
audiences from the UC Berkeley campus, the
Bay Area, and beyond. Each year BAMPFA
presents more than twenty art exhibitions, 450

SUBMIT

EDIT

SAVE FOR LATER

Add / Edit

Add / Edit Event

Title

Oakland Museum of California (OMCA)

Website

museumca.org

Location

1260 7th Street, Oakland, CA

Time

Ongoing

Description

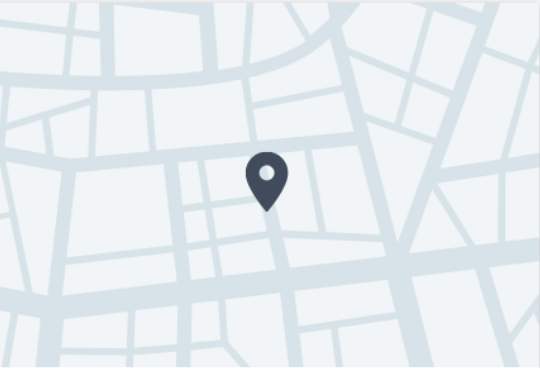
OMCA presents exhibitions, events and
performances, including their popular Friday
Nights @ OMCA events!

Current exhibitions include:
RESPECT: Hip-Hop Style & Wisdom

PREVIEW

DELETE

SUBMIT EVENTS /
PARTNER



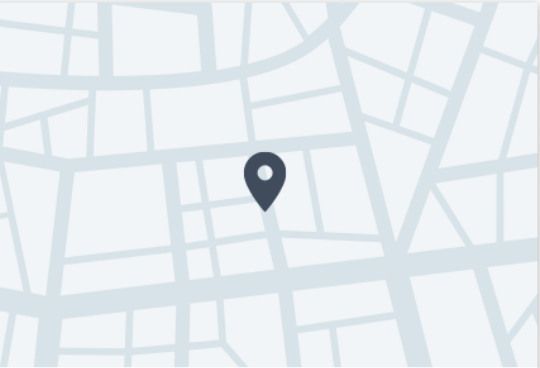
Paper Ticket
Reserve for pick up?

Click “Reserve” below to proceed. Tickets will be ready on / after March 1, 2019, and you have 7 days to claim at:

Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

RESERVE

BACK



Paper Ticket
Reserved for pick up

Pick up your ticket at the below address on / after March 1, 2019. You will have 7 days to claim. Bring this with you, so we can scan the code below.

Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

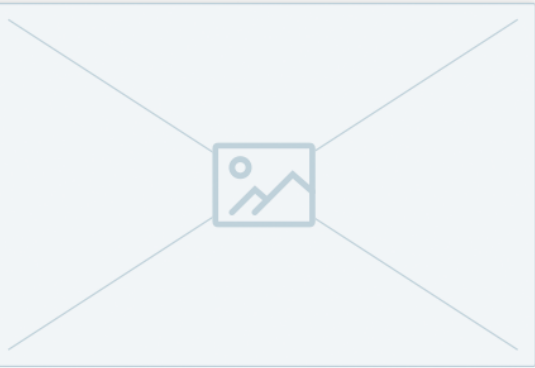
Reservation
#1234567890



HOME

EVENT DETAILS

CANCEL RESERVATION



E-Ticket / Print
Choose a Date

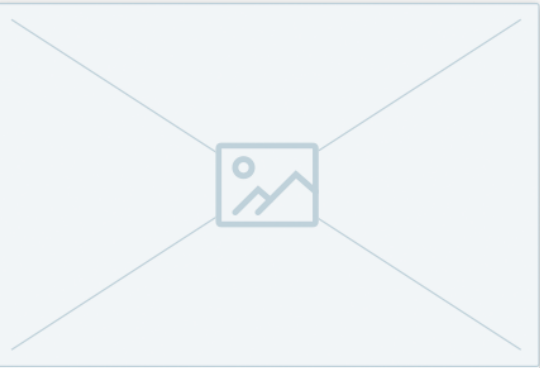
Please choose a date you’d like. There are 5 tickets available for the selected date.

March 2019

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

CONTINUE

BACK

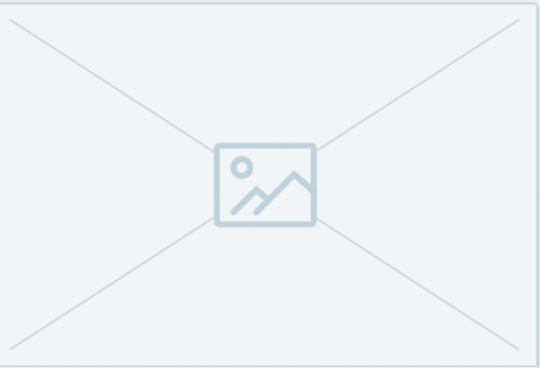


E-Ticket / Print
Claim ticket?

Ticket date: March 15, 2019. You will receive your ticket electronically and can print it yourself. General Admission includes access to all of OMCA galleries. Access to the Great Hall exhibits are not included and can be purchased for an additional fee.

CLAIM TICKET

BACK



E-Ticket / Print
Claimed

Ticket date: March 15, 2019. You will receive your ticket electronically and can print it yourself. General Admission includes access to all of OMCA galleries. Access to the Great Hall exhibits are not included and can be purchased for an additional fee.

Ticket

OMCA sent this ticket and additional information to your student email.



Confirmation Number: 33541012000
ADULT GA WEB
Ticket Valid 03/09/2019 On:
Please print this page and bring it with you to the ticketing desk to receive your printed ticket. General admission include admission to all galleries for the date above.
Hours
Wednesday–Thursday 11:00 am to 5:00 pm
Friday 11:00 am to 9:00 pm
Saturday–Sunday 10:00 am to 6:00 pm
CLOSED Monday and Tuesday
The Museum is closed New Year’s Day, Fourth of July, Thanksgiving, and Christmas
Free First Sundays
Enjoy a free day at OMCA! On every first Sunday of the month, admission to OMCA is free for all.
Dining
Blue Oak cafe
11:00 am to 6:00 pm, Wednesday through Friday
10:00 am to 6:00 pm, Saturday through Sunday
Lunch service runs through 2:30 pm
Parking
Entrance to garage is on Oak Street between 10th and 12th streets. Parking fees are \$1 per hour for Museum visitors with validation and \$2.50 without validation.
Free Wi-Fi
Available throughout the Museum
You Belong
museumca.org

HOME

EVENT DETAILS

RESERVE TICKET / STUDENT

How might we ...

IDEATION

These were my questions to **frame and guide** ideation.
I also explored **cognitive** factors throughout, including
the experience beyond devices.

How might partners submit events and tickets directly?

I explored an API concept, a local page for partners to **submit events**, tickets, and attachments. To automate data entry, the partner system could generate a submit page or send data directly.

API test

Oakland Museum of California (OMCA)

<http://museumca.org>

1000 Oak Street, Oakland, CA

Ongoing

OMCA presents exhibitions, events and pe
events!

Current exhibitions include:
RESPECT: Hip-Hop Style & Wisdom
March 24–August 12, 2018
RESPECT: Hip-Hop Style & Wisdom tells th
starting from its roots on the streets, befo
fashion launched into mainstream popula

General Admission

Choose File No file chosen

```
<title>API test</title>
</head>
<body class="">

<!-- Container -->
<div id="container">

<!-- Content -->
<div id="content" class="colM">

<h1>API test</h1>
<div id="content-main">

<form enctype="multipart/form-data" action="http://l
id="event_form" novalidate>

<!-- input type='hidden' name='csrfmiddlewaretoken'
value='bDRp1kKdsWfxxBNIOXuP38cwC0vAdHGwLz4JA2W91mpDY

<script type="text/javascript">

var authToken = "bDRp1kKdsWfxxBNIOXuP38cwC0vAdHGwLz4

// this is the id of the form
$("#event_form").submit(function(e) {

    e.preventDefault(); // cancel form submit

    var form = $(this);
    var url = form.attr('action');

    $.ajax({
        type: "POST",
        url: url,
        crossDomain: true,
        data: form.serialize(), // serialize for
        contentType: 'application/json',
        headers: {
            "Authorization" : "Token " + authToken
        },
        async: false, // locks page until respon
        success: function(data)
        {
            alert(data); // show response
        }
    });
});

</script>
```


How might partners use existing solutions, like e-tickets via email?

If partners have existing solutions, they could send or pre-send **e-tickets** for Berkeley to relay. If partners pre-send tickets, this would improve delivery speed. This is an IMAP exploration for e-ticket relay.



Your Print At Home Ticket

to me ▾

Dear Brian Carter

Thank you for purchasing tickets for the Oakland Museum of California.

You will need to print and bring your tickets with you to the museum.

Please [click here](#) to retrieve your tickets from the email.

Thanks again and we look forward to seeing you at the museum.

Oakland Museum of California

```
import base64, email, email.parser # Example 3
from imap_connect import open_connection
```

```
# t=SFMOMA.TICKET.1234
```

```
params = cgi.FieldStorage()
param_t = params.getfirst("t", "")
```

```
# Examples
# https://pymotw.com/3/imaplib/
```

```
# Example 3, Terminal
```

```
c = open_connection()
```

```
try:
```

```
    c.select('INBOX', readonly=True)
```

```
    typ, msg_data = c.fetch('1', '(RFC822)')
```

```
    for response_part in msg_data:
```

```
        if isinstance(response_part, tuple):
```

```
            msg = email.message_from_string(response_part)
```

```
            print '
```

```
            print ': '.upper() + msg['subject']
```

```
            print ': '.upper() + msg['to']
```

```
            print ': '.upper() + msg['from']
```

```
        if msg.is_multipart():
```

```
            for part in msg.walk():
```

```
                if part.get_content_maintype() == 'm
```

```
                if part.get_content_maintype() == 't
```

```
                if part.get('Content-Disposition') ==
```

```
                if part.get('Content-Disposition') i
```

Samples — -bash — 80x15

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$
```

```
Brians-MacBook-Pro:Samples brian$ python imap.py
```

```
: Your Print At Home Tickets - Sale # 24260000000
```

```
:
```

```
:
```

```
:
```

```
: Print Tickets.pdf
```

```
Brians-MacBook-Pro:Samples brian$
```

How might we support the needs of admins, partners, students, and guests?

I built a journey map. The partner and admin needs combine into a **publish model**. I also explored student and staff touchpoints. I presented these journeys and stories to the Advisory Council, Director of Operations, Communications Manager, and business partners.

[] Admin / Manage	Yes	Obj.1 / Define
[] Partner / Submit	Yes	
[] Student / Reserve	Yes / SSO	
[] Staff / Verify	Yes	
[] Guest / View	No / Limited permissions	
Boolean: Published / Event		
Boolean: Reserved / Ticket		
User Emotions		Admin is happy [1] [2] [3]
Stage 1 / Requirements	[] Multiple user types per user [] Code pattern(s) for user types [] Berkeley SSO integration [] Guest: default / no sign in [] Guest: limited features [] Granular permissions	[] Assign Role [] Need: Email [] Assign & Se [] Assign & Se [] Resend
Stage 2 / Future	[] Sponsor / Donor [] Faculty	[] Partner self [] Org vs. Ever
Needs / Goals / Cases	[] Case: Switch user type [] Case: Share, guest access [] Case: Already signed in SSO	[] Case: I forgot [] Case: Emplo [] Case: I'm a

How might we reduce cognitive load when verifying a reservation?

I explored several SVG QR concepts and the verify story. This feasible concept provides an image of a number via URL ?id=123.




QR explorations led to a question. Could venues scan QRs like e-tickets?

I added a QR staff story to the journey map and made note of potential concerns around using personal phones for work tasks.

Paper Ticket Reserved for pick up

Pick up your ticket at the below address on / after March 1, 2019. You will have 7 days to claim. Bring this with you, so we can scan the code below.

 Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Reservation
#1234567890



E-Ticket / Print Choose a Date

Please choose a date you want to use. Tickets are only available for the selected date.

March 2019

S	M	T	W
2	3	4	5
9	10	11	12
16	17	18	19
23	24	25	26
30	31		

Some tickets were not picked up. What's going on?

I explored several hypotheses: curiosity, unclear process, or perhaps students needed transportation. I outlined solutions, including **reducing complexity** and adding **prompts**.

I defined a type system for consistent information and JTBD hierarchy

People tend to scan rather than read, so I prioritized headings for navigation and how to get tickets. The type system is tuned for **wireframes**.

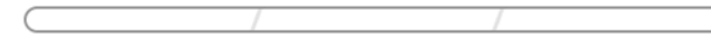
	OVERLINE	THE QUICK BROWN FOX
Headline	The quick brown fox jumps over the lazy dog	
Subtitle	The quick brown fox jumps	
Headline	The quick brown fox jumps	
Menu	The quick brown fox jumps over the lazy dog	
Alpha 70 Menu	The quick brown fox jumps over the lazy dog	
Subtitle	The quick brown fox jumps	
Body	The quick brown fox jumps over the lazy dog	
Alpha 50 Body	The quick brown fox jumps over the lazy dog	

I combined several pages to reduce complexity

I combined several pages to **reduce complexity** and clarify purpose of the app with less navigation. I also changed text and **hierarchy** to match JTBD needs.


dialogue through art and film, engaging audiences from the UC Berkeley campus, the Bay Area, and beyond. Each year BAMPFA presents more than twenty art exhibitions, 450 film programs, and dozens of performances, as well as lectures, symposia, and tours.

Check in daily for rewards



Reserve Ticket? Pick up on campus

You'll need to pick up your ticket at the below campus address. We'll hold your ticket for 7 days.

 Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Reserve

FT 01

12:30

Free Ticket



MUSEUM



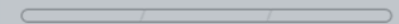
San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
Ongoing | General Admission

Free Ticket


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Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Reserve

I added Gamification using behavior prompts and progress

Bite-sized, well-defined **challenges** provide progress and easy wins. In contrast, large-group leaderboards tend to produce unreachable high scores over time.

This exploration provides an intrinsic reward via a series of small steps. Progress is shown as a **prompt** that doubles as an entry point. B = MAP


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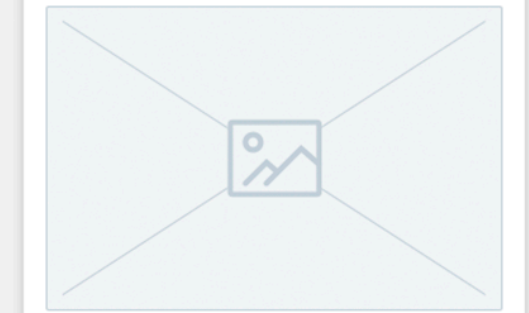
 Dwinelle Annex
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Monday - Friday, 10am-5pm

Reserve

FT 01

12:30

Free Ticket



MUSEUM



San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
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Check in daily for rewards

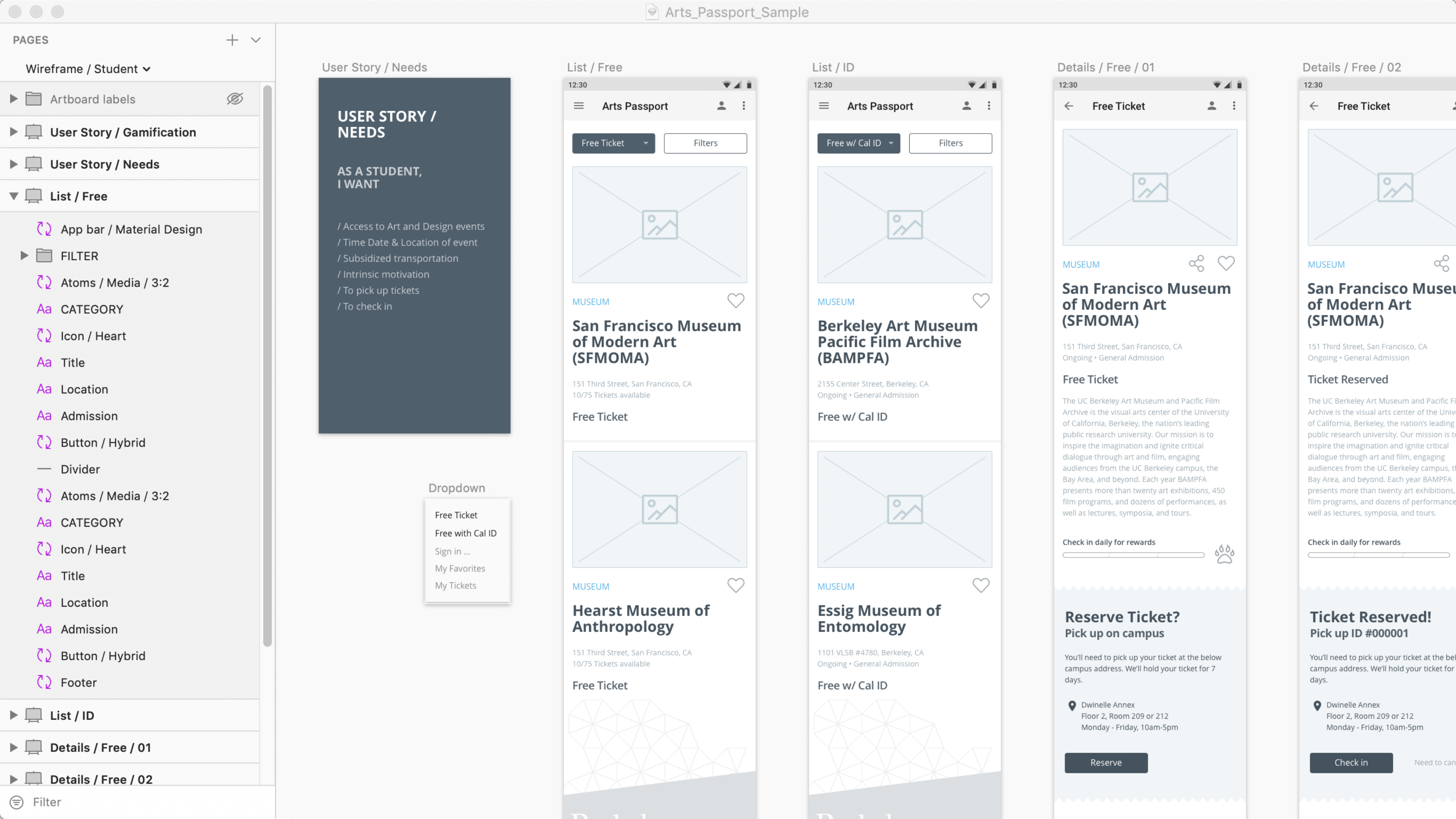


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 Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Reserve



PAGES



Wireframe / Student ▾

▶ Artboard labels

▶ User Story / Gamification

▶ User Story / Needs

▼ List / Free

↻ App bar / Material Design

▶ FILTER

↻ Atoms / Media / 3:2

Aa CATEGORY

↻ Icon / Heart

Aa Title

Aa Location

Aa Admission

↻ Button / Hybrid

— Divider

↻ Atoms / Media / 3:2

Aa CATEGORY

↻ Icon / Heart

Aa Title

Aa Location

Aa Admission

↻ Button / Hybrid

↻ Footer

▶ List / ID

▶ Details / Free / 01

▶ Details / Free / 02

☰ Filter

User Story / Needs

USER STORY / NEEDS

AS A STUDENT, I WANT

- / Access to Art and Design events
- / Time Date & Location of event
- / Subsidized transportation
- / Intrinsic motivation
- / To pick up tickets
- / To check in

Dropdown

- Free Ticket
- Free with Cal ID
- Sign in ...
- My Favorites
- My Tickets

List / Free

12:30

Arts Passport

Free Ticket ▾ Filters

MUSEUM

San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
10/75 Tickets available

Free Ticket

12:30

Arts Passport

Free Ticket ▾ Filters

MUSEUM

Hearst Museum of Anthropology

151 Third Street, San Francisco, CA
10/75 Tickets available

Free Ticket

List / ID

12:30

Arts Passport

Free w/ Cal ID ▾ Filters

MUSEUM

Berkeley Art Museum Pacific Film Archive (BAMPFA)

2155 Center Street, Berkeley, CA
Ongoing • General Admission

Free w/ Cal ID

12:30

Arts Passport

Free w/ Cal ID ▾ Filters

MUSEUM

Essig Museum of Entomology

1101 VLSB #4780, Berkeley, CA
Ongoing • General Admission

Free w/ Cal ID

Details / Free / 01

12:30

Free Ticket

MUSEUM

San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
Ongoing • General Admission

Free Ticket

The UC Berkeley Art Museum and Pacific Film Archive is the visual arts center of the University of California, Berkeley, the nation's leading public research university. Our mission is to inspire the imagination and ignite critical dialogue through art and film, engaging audiences from the UC Berkeley campus, the Bay Area, and beyond. Each year BAMPFA presents more than twenty art exhibitions, 450 film programs, and dozens of performances, as well as lectures, symposia, and tours.

Check in daily for rewards

Reserve Ticket? Pick up on campus

You'll need to pick up your ticket at the below campus address. We'll hold your ticket for 7 days.

Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Reserve

Details / Free / 02

12:30

Free Ticket

MUSEUM

San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA
Ongoing • General Admission

Ticket Reserved

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Dwinelle Annex
Floor 2, Room 209 or 212
Monday - Friday, 10am-5pm

Check in

Need to cancel?

PAGES

Wireframe / Student

Artboard labels

User Story / Gamification

User Story / Needs

List / Free

List / ID

Details / Free / 01

Details / Free / 02

FRE Top

FRE Bottom

Dropdown

UC Berkeley

App bar / Material Design

Ursa_46535E

Title / Oski / Golden Bear

Description

Input

Ursa_46535E

Reward progress

Challenge

Challenge

Challenge

Challenge

Footer

UC Davis

Filter

/ Free / 01

Free Ticket

Share

Heart

San Francisco Museum of Modern Art (SFMOMA)

151 Third Street, San Francisco, CA

General Admission

Ticket

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Check in daily for rewards

Reserve Ticket?

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You'll need to pick up your ticket at the below address. We'll hold your ticket for 7 days.

212 Dwinelle Annex

Floor 2, Room 209 or 212

Monday - Friday, 10am-5pm

Reserve

Details / Free / 02

Free Ticket

Share

Heart

MUSEUM

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Dwinelle Annex

Floor 2, Room 209 or 212

Monday - Friday, 10am-5pm

Check in

Need to cancel?

UC Berkeley

Check in

Check in to find Ursa & Earn rewards!

Bring this app with you to pick up tickets and check in daily at 212 Dwinelle Annex. Complete all challenges below to earn an Uber gift card and unlock more tickets.

Enter code

Check in 3 times

Check in 3 times

Check in 3 times

Check in 3 times

Berkeley

UC Davis

Check in

Check in to find Aggie & Earn rewards!

Bring this app with you to pick up tickets and check in daily at 212 Dwinelle Annex. Complete all challenges below to earn an Uber gift card and unlock more tickets.

Enter code

Check in 3 times

Check in 3 times

Check in 3 times

Check in 3 times

UC DAVIS

FRE Top

Arts Passport for Cal Students

Get free or subsidized access to arts and design experiences on and off campus.

See Offers

FRE Bottom

Arts Passport for Cal Students

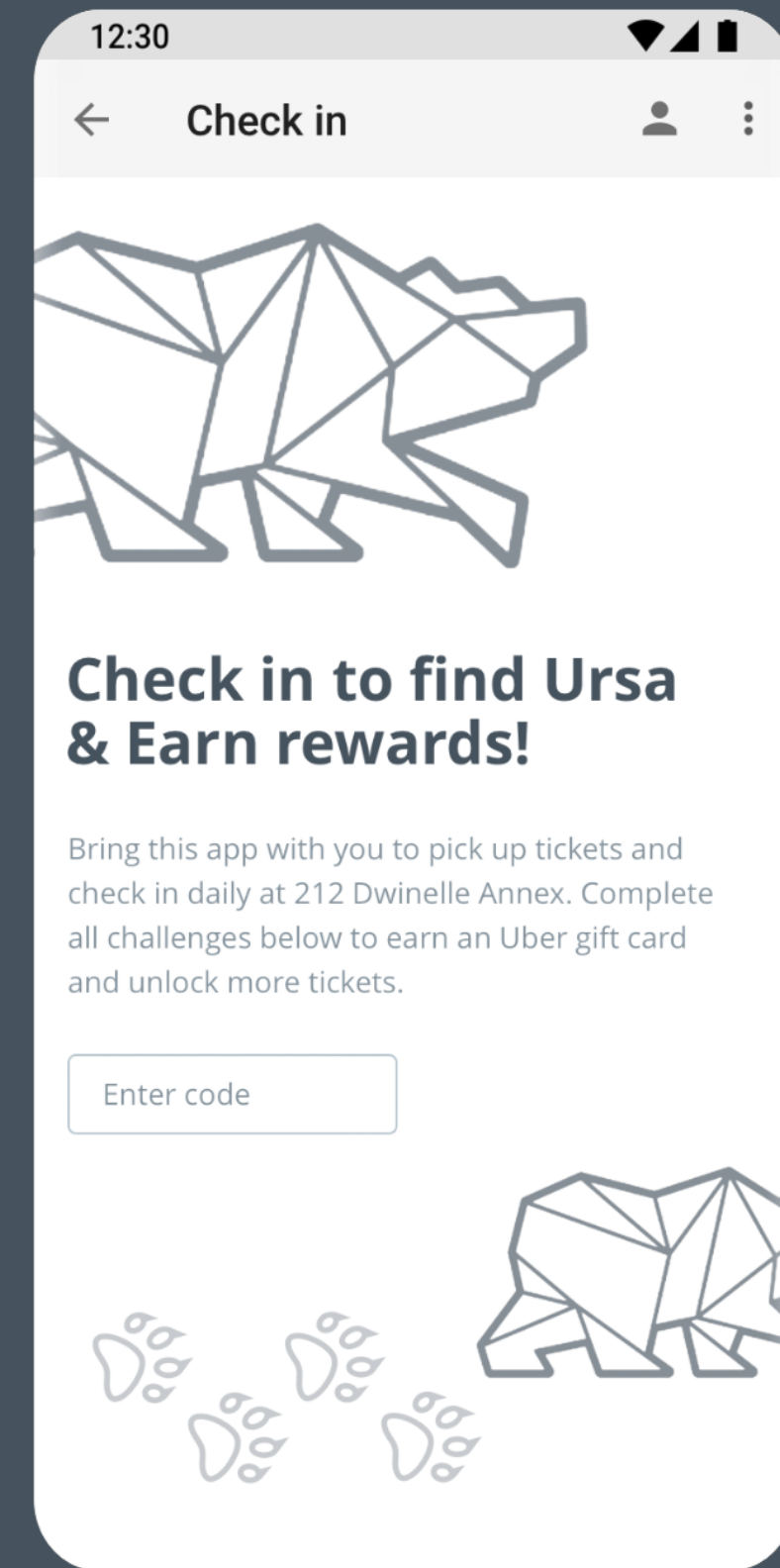
Get free or subsidized access to arts and design experiences on and off campus.

See Offers

82% of students are car-free

I built a prototype to test these wireframe concepts with a small group of students. Are **transportation** credits and **ticket unlocks** the right rewards? Are the rewards attainable? Is check in reasonable?

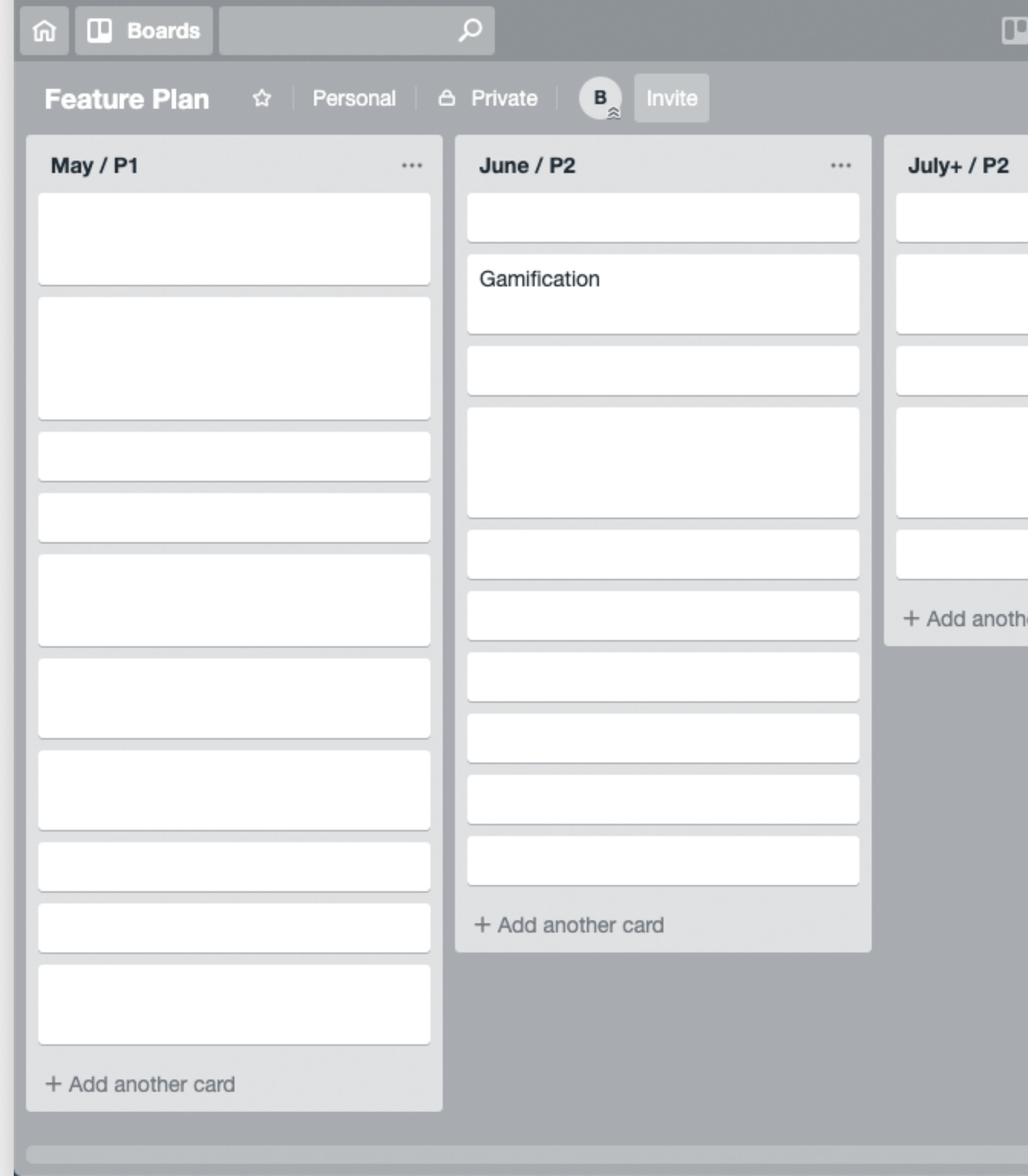
in



UC BERKELEY 2019 ROADMAP

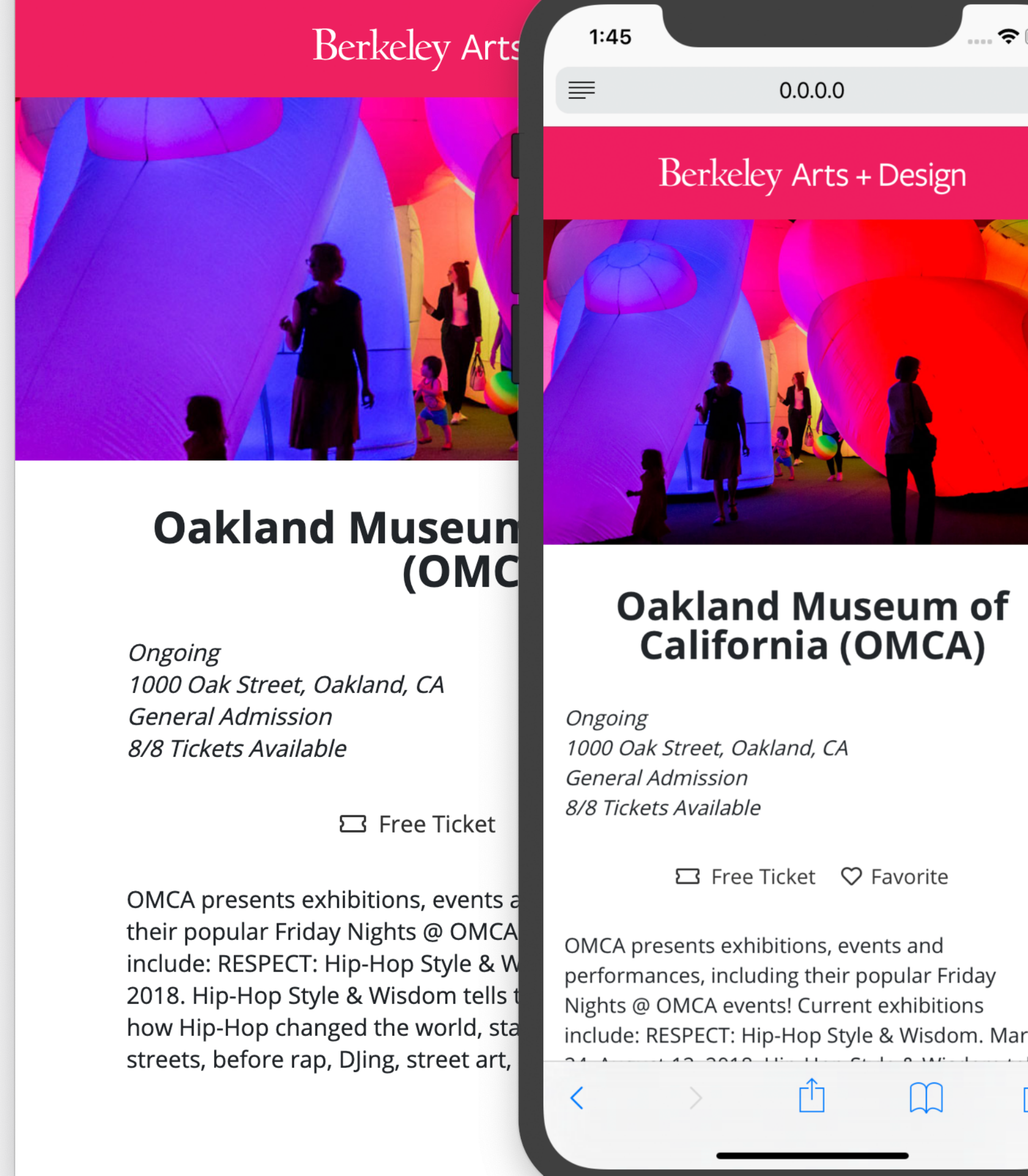
I prioritized these and other opportunities for a roadmap

Which features are **feasible**, **desired**, and **viable**?
And what should we work on, when? I led feature planning for priority alignment and **staging**.



As a step towards v2, I updated SQL, AWS, and UX

I updated the system with a shared **SQL** database across **AWS** instances for persistent data and easy backups. I also delivered frontend and **UX** updates.



Berkeley Arts + Design



MUSEUM



San Francisco Museum of Modern Art (SFMOMA)

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Arts Passport v2

MICROSOFT 2012

Outlook.com

MICROSOFT 2012

Outlook.com

5 YEARS

I designed product features and layouts for Hotmail, Outlook.com, and Office 365, including vision decks and continuous usability studies.

Search email

Folders

Inbox 170

Junk

Drafts

Sent

Deleted

@gmail.com 29

@hotmail.com 38

Archive

New folder

Categories

Newsletters 121

Social updates 2

Important

New category

View: All

Arrange by

Maria Cameron

8/10/14

Photos from our Saturday h...

Contoso Shipping

8/10/14

Your package has been ship...

Flagged 2

Hide

Justin Harrison

8/10/14

Hawaii photos!

Justin Harrison

8/10/14

Road trip and Mesa Verde...

(3)

Dylan Miller

8/10/14

More backyard pics

Mary West, Kari Fuse, Dyla...

8/10/14

Ocean Beach

(3)

Maria Cameron

8/10/14

Do you know of any local ...

Ellen Adams

8/10/14

How about lunch on Friday?

Kari Furse

8/10/14

Half Moon Bay details

Dylan Miller, Maria Camer...

8/10/14

Scooter skills and flying bo...

(6)

Maria Cameron, Dylan Mill...

8/10/14

Sidewalk space aliens

(2)

Hawaii photos!

Justin Harrison

To: Brian Carter

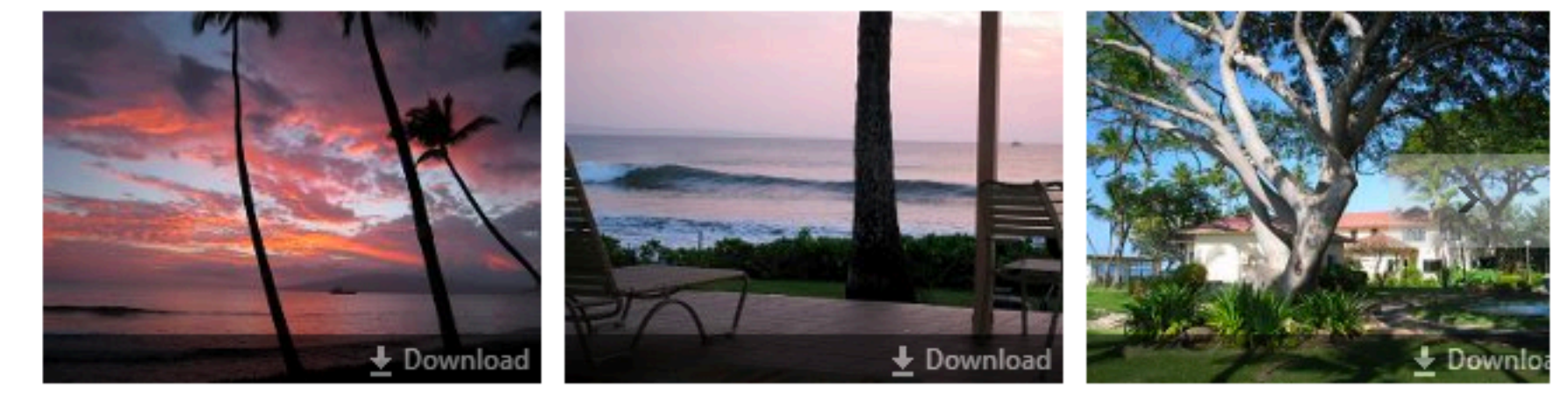
8/10/14

Photos

Actions

5 attachments (total 607.2 KB)

Outlook.com Active View



View slide show (4)

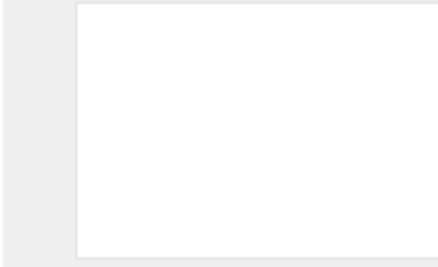
Download all as zip

Hi Brian,

Here are a few photos and notes from my trip to Maui. The first three photos are from the beachfront condo we stayed in, and the last one is from Kahekili Highway. It's a one lane road, in many places on the side of a cliff, around Maui's northwest coast. It is the only road to Kahakuloa Village, where you can usually find a smoothie bus. Along the way there are some amazing views.

Maui No Ka 'Oi

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Search email

Folders

Inbox 170

Junk

Drafts

Sent

Deleted

@gmail.com 29

@hotmail.com 38

Archive

[New folder](#)

Categories

Newsletters 121

Social updates 2

Important

[New category](#)

☐ View: All
 Arrange by

☐ Maria Cameron 8/10/14
 Photos from our Saturday h...

☐ Contoso Shipping 8/10/14
[Your package has been ship...](#)
[Flagged 2](#) | [Hide](#)

☐ Justin Harrison 8/10/14
 Hawaii photos!

☒ Justin Harrison 8/10/14
 Road trip and Mesa Verde... (3)

☐ Dylan Miller 8/10/14
[More backyard pics](#)

☐ Mary West, Kari Fuse, Dyla... 8/10/14
[Ocean Beach](#) (3)

☐ Maria Cameron 8/10/14
 Do you know of any local ...

☐ Ellen Adams 8/10/14
 How about lunch on Friday?

☐ Kari Furse 8/10/14
 Half Moon Bay details

☐ Dylan Miller, Maria Camer... 8/10/14
 Scooter skills and flying bo... (6)

☐ Maria Cameron, Dylan Mill... 8/10/14
 Sidewalk space aliens (2)

Road trip and Mesa Verde petroglyphs



Brian Carter 8/10/14
 To: Justin Harrison, Anna Gonzalez

Actions

Ok, I'll go through my files :) The trail elevation doesn't change much, and you can use the path along the cliff if it gets hot. I should have a few brochures, too.



Justin Harrison 8/10/14
 To: Brian Carter, Anna Gonzalez

Actions

Hi! Having a look at your notes would be great! How difficult is the petroglyph trail? I'm also thinking about Monument Valley. It's something I've always wanted to do, and we'll be in the area. I'm so excited!



Brian Carter 8/10/14
 To: Justin Harrison, Anna Gonzalez

Actions

Hi! Would you like to have a look at my notes from my trip to Mesa Verde, Grand Canyon, and Arches National Parks? The Mesa Verde petroglyphs are accessible via 2.5 mile cliffside trail from the Spruce Tree House. At the Grand Canyon, We camped at the Mather Campground on the South Rim in the village.

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Archive

[New folder](#)

Categories

Newsletters 121

Social updates 2

Important

[New category](#)

☐ 1 item selected
 [Clear all check boxes](#)

Arrange by

<input type="checkbox"/>	Maria Cameron		▶ Photos from our Saturday hike	Photos	8/10/14
<input checked="" type="checkbox"/>	Justin Harrison		▶ Hawaii photos!	Photos	8/10/14
<input type="checkbox"/>	Justin Harrison	(3)	▶ Road trip and Mesa Verde petroglyphs	Categories	8/10/14
<input type="checkbox"/>	Dylan Miller		▶ More backyard pics	Categories	8/10/14
<input type="checkbox"/>	Mary West, Kari Fuse, Dy...	(3)	▶ Ocean Beach	Categories	8/10/14
<input type="checkbox"/>	Maria Cameron		▶ Do you know of any local art stores?	Categories	8/10/14
<input type="checkbox"/>	Ellen Adams		▶ How about lunch on Friday?	Categories	8/10/14
<input type="checkbox"/>	Kari Furse		▶ Half Moon Bay details	Categories	8/10/14
<input type="checkbox"/>	Dylan Miller, Maria Came...	(6)	▶ Scooter skills and flying boats	Categories	8/10/14
<input type="checkbox"/>	Maria Cameron, Dylan Mi...	(2)	▶ Sidewalk space aliens	Photos	8/10/14
<input type="checkbox"/>	Ellen Adams		▶ Flower shoe montage	Documents	8/10/14
<input type="checkbox"/>	Kari Furse		▶ UC to help build world's biggest telescope	Categories	8/10/14
<input type="checkbox"/>	Dylan Miller		▶ 5 myths about introverts and extroverts at work	Documents	8/10/14
<input type="checkbox"/>	Maria Cameron		▶ This is what San Francisco could look like in 2033	Categories	8/10/14
<input type="checkbox"/>	Ellen Adams		▶ Ancient Native Americans Ate Pachyderms: Site challenges Theory of Wh...	Categories	8/10/14
<input type="checkbox"/>	Kari Furse		▶ Unexplained rash? Try checking your iPad	Photos	8/10/14
<input type="checkbox"/>	Dylan Miller		▶ Journey of Octopus Discovery Reveals Them to Be Playful, Curious, Smart	Categories	8/10/14
<input type="checkbox"/>	Maria Cameron		▶ The Un-Selfie: Taking Back the Self-Portrait	Photos	8/10/14
<input type="checkbox"/>	Ellen Adams		▶ Big Bang breakthrough team allows they may be wrong	Photos	8/10/14
<input type="checkbox"/>	Kari Furse		▶ Shared Post - Learn about California's endangered species	Photos	8/10/14
<input type="checkbox"/>	Dylan Miller		▶ Waimea Canyon State Park photos?	Categories	8/10/14
<input type="checkbox"/>	Maria Cameron		▶ New meteor shower making debut Saturday	Categories	8/10/14
<input type="checkbox"/>	Ellen Adams		▶ This subject suggests the message list continues below	Categories	8/10/14

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MICROSOFT 2018

Microsoft Teams

MICROSOFT 2018

Microsoft Teams

2+ YEARS

I designed product features for several versions of Shifts. I owned stories across devices and unblocked large organizations via user collaboration.



Activity



Chat



Teams



Meetings



Files



...



Get app



Store



Help

Shifts



Contoso



January 27 - February 2, 2019

Day

Week

Month

View



Share with team *

🕒 48 Hrs

Day notes

27
SUN

24 Hrs

Day notes apply to all shifts for the day.

28
MON

24 Hrs

29
TUE

24 Hrs

30
WED

24 Hrs

31
THU

24 Hrs

1
FRI

24 Hrs

2
SAT

24 Hrs

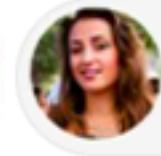
Group total: 48 Hrs

Cashiers

Open shifts
24 shifts

2 slots

1

5 PM – 10 PM
NightBrian Carter
15 HrsBeth Davies
25 HrsChris Naidoo
20 HrsDanielle Booker
15 Hrs

2 slots

1

5 PM – 10 PM
Night5 PM – 10 PM
Night5 PM – 10 PM
Night8 AM – 5 PM
MorningOff
All dayOff
All day8 AM – 5 PM
Morning12 PM – 5 PM
Afternoon8 AM – 5 PM
MorningOff
All day8 AM – 5 PM
Morning12 PM – 5 PM
AfternoonOff
All day12 PM – 5 PM
Afternoon5 PM – 10 PM
Night12 PM – 5 PM
AfternoonOff
All day8 AM – 5 PM
MorningOff
All day5 PM – 10 PM
Night

Add group



Activity



Chat



Teams



Meetings



Files



Get app



Store



Help



Shifts



Contoso



Sunday, Jan 27, 2019



Day

Week

Month

View



Share with team *

12

AM

1

2

3

AM

4

5

6

AM

7

8

9

AM

10

11

12

PM

1

2

3

PM

4

5

6

PM

7

8

9

PM

10

11

48 Hrs

24 Hrs

Day notes

Day notes apply to all shifts for the day.

Group total: 48 Hrs



Cashiers



Open shifts

24 shifts



Brian Carter

15 Hrs



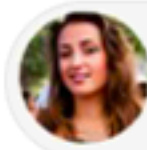
Beth Davies

25 Hrs



Chris Naidoo

20 Hrs



Danielle Booker

15 Hrs

8 AM – 5 PM

We

Lu

8 AM – 5 PM

12 PM – 5 PM

Afternoon



Add group



Activity



Chat



Teams



Meetings



Files



Get app



Store



Help

Shifts

Contoso | < > January 27 - February 2, 2019

	27 SUN	28 MON	29 TUE
🕒 48 Hrs	24 Hrs	24 Hrs	24 Hrs
Day notes	Day notes apply to all shifts for the day.		

Group total: 48 Hrs

Cashiers

Open shifts 24 shifts	2 slots 5 PM – 10 PM Night		
BC Brian Carter 15 Hrs		5 PM – 10 PM Night	5 PM – Night
Beth Davies 25 Hrs	8 AM – 5 PM Morning	8 AM – 5 PM Morning	12 PM – Afternoon
Chris Naidoo 20 Hrs		12 PM – 5 PM Afternoon	Off All day
Danielle Booker 15 Hrs	12 PM – 5 PM Afternoon	Off All day	8 AM – Morning

Add group

Add shift

for Brian Carter on Sunday, Jan 27, 2019

8 AM - 5 PM *

Start

8:00 AM

End

5:00 PM

Theme

Blue

Shift name

Replaces time label

Notes

Activities ⓘ

+ Add activity

Cancel

Share

Save

Other projects and awards

BFA, Industrial Design at University of Kansas.

Human-Computer Interaction and Design Methods.

5 year program. Master's equivalent.

Minor in Anthropology

INNOVATION MAGAZINE '03
SUSTAINABLE DESIGN

WINNER, IDEA 2003 Gold Award

The Industrial Design Excellence Awards (IDEA) are dedicated to fostering business and public understanding of the importance of industrial design excellence to the quality of life and the economy and showcase the best industrial design from across the US and around the world.

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Craig Vogel, FIDSA, Associate Dean, College of Fine Arts,
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