

Bryce Johnson

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Work Experience

User Experience Designer for Microsoft SQL Server

April 2009 – Present

I am currently working with the SQL Server User experience team with my main focus being an Analysis Services product codenamed Gemini. Gemini is a Microsoft Office Excel add-on that allows information workers to do ad-hoc data analysis on massive amounts of data.

The design challenge is adapting complex data modeling concepts to a familiar set of interaction patterns that information workers use daily in Excel.

User Experience Designer for Microsoft Dynamics AX

July 2008 – January 2009

As part of the Microsoft Dynamics User Experience Team, I endeavored to bring the user experience of the AX Enterprise Web Portal closer together with that of the Windows Client while not discarding the best features or interaction patterns from SharePoint and best-of-breed web applications.

I also worked on improving the product's Role Centers, a dashboard that provides simplified access to role-tailored views of data and business processes which give the users an appealing, easy-to-navigate window into their work world.

I collaborated with program managers and developers to design the interfaces and interaction patterns for their features, working to move the product closer to the ideas and goals of the Dynamics UX vision.

Director of User Experience Design at Navantis Inc.

April 2005 – July 2008

As the Director of User Experience Design for [Navantis Inc.](#), an award-winning Microsoft Gold Partner in Toronto, ON, I designed and built core web presences and internal software applications for corporations, government and charities. Collaborating with architects and SMEs I was actively involved with the creation of solution strategies that we delivered to our clients. I communicated with clients and vendors to ensure that projects progressed smoothly. My duties also included interface and navigation layout, interaction design, information architecture, usability and accessibility consulting, project management, as well as the design and production of Content Management and Knowledge Management systems, specifically Microsoft SharePoint.

Principal Areas of Practice

USER EXPERIENCE DESIGN: Interface & interaction design; Contextual enquiry & ethnography; Task analysis and reporting; Defining actors & personae; User scenarios and use cases; Wireframing in participatory design workshops; Usability test planning, recruiting and facilitation; Heuristic evaluation/expert review

REQUIREMENTS/DESIGN: Business requirements documentation (using Use cases & UML); Domain modeling; Rapid prototyping techniques; Group Facilitation and brainstorming techniques; Versed in Rational Unified Process and Agile SCRUM

INFORMATION ARCHITECTURE: Navigation design; Mental model exercises & affinity diagrams; Controlled vocabularies & taxonomies; Faceted classification & metadata schema design; Content inventories; Search optimization & search log analysis

PROJECT MANAGEMENT: Project planning; budgeting; resource scheduling; risk assessment; issue and change management

DEVELOPMENT & TESTING: Development team leadership; Accessible web development; testing strategies, plans and test cases

Manager of Interface Development at Navantis Inc.

June 1999 – April 2005

In my role as Manager of Interface Development I managed a team of developers by coordinating their schedules and ensuring that the projects they were assigned to were going well. I also mentored junior developers in the best practices that I have learned throughout my career.

Front End Developer at Karo Inc.

June 1997 – June 1999

I came to [Karo](#) to help them transform the work of their graphic designers into working websites for their clients. I also helped create Windows-friendly templates for the branding material that Karo designed. Karo is the branding firm where I first learned about the importance of defining and maintaining a corporate identity.

Speaking Engagements

- Throughout 2007 I organized three BarCamp events in Toronto [EnterpriseCampToronto](#), [BarCampTorontoTechWeek](#) and [InteractionCampToronto](#)
- In September 2006 I co-organized the 2006 CANUX conference at the Banff Arts Centre. <http://www.canux2006.com/>
- At the Information Highways Conference 2006 I co-presented with Carsten Knoch, "The Cart Before The Horse: Rapid Adoption Strategies for SharePoint Portal Server"
- On June 28 2005, I gave a presentation called "[Practical Prototypes: High fidelity prototypes in use](#)" at the Usability Professional Association Conference - UPA 2005: Bridging Cultures
- On June 14, 2000 I was invited by The Art Directors' Club of New York City to speak about my work for photographer Chris Buck at a seminar entitled "Collaboration of Design and Photography on the Web".

Technical and Software Skills

FRONT END TECHNOLOGIES: (x)HTML; CSS; DOM; jQuery

DESIGN SOFTWARE: Adobe Creative Suite; Microsoft Expression Studio and some CAD and 3D tools.

MULTIMEDIA TOOLS & FORMATS: Windows Media, QuickTime and MP4 encoding expertise; AutoDesk Media Cleaner; Expression Media Encoder.

E-LEARNING AND OBSERVATION APPLICATIONS: Techsmith Morae; Techsmith Camtasia; Adobe Captivate.

PRODUCTIVITY APPLICATIONS: Microsoft Visio, Excel, Word, PowerPoint; Microsoft Office SharePoint Server; Adobe Acrobat Pro.

Education, Certifications and Affiliations

- Microsoft MCP Exam: Analyzing Requirements and Defining Solution Architectures
- Advanced Principles of Information Design, Usability Evaluation, and Applied XML, University of Toronto, 1999-2001
- Double Major Interactive Media and Photography, Ryerson University

Selected Project Highlights

CIBC

PROJECT: "CIBC Today" – CIBC Intranet Portal

DESCRIPTION: As a part of the Portal Team, I helped design a new intranet platform for CIBC to consolidate and optimize corporate and divisional communications across the enterprise. 'CIBC Today' is the homepage of the organization's intranet for over 40,000 employees. Usability testing was conducted by me so that lines of business would have input into the design of the corporate intranet. I also developed a process for inventorying the over 110,000 unique URLs in existence on the CIBC intranet. Finally, my team and I were heavily involved in improving the intranet's search engine by creating taxonomies based on an employee's role and department. An extensive thesaurus was compiled to enhance the search engine's ability to return meaningful results to a wide range of users.

The Canadian National Institute for the Blind

PROJECT: Online Digital Library for the Blind

DESCRIPTION: In 2004 we launched the CNIB Digital Library for the Blind. On that project I delivered an accessible user interfaced based on ethnographic studies with the CNIB's clients and iterative Usability testing of prototypes. This project has resulted in a completely accessible web based library service which from its inception has won accolades from library users.

"In developing the eDelivery system for the CNIB Library for the Blind, Navantis faced a major challenge - to design a web based library service that was completely accessible to blind and visually impaired people; one in which they could search for books and information easily and effectively using a variety of access technologies. Navantis approached this challenge by applying user centred design. Blind and visually impaired consumers were interviewed and videotaped searching the Internet. Their methods and preferences were documented and analyzed and every aspect of the system's design was grounded in the best practice identified through this process. This innovative and hitherto unique approach resulted in a completely accessible web based library service which from its inception has won accolades from our library users. Many proclaim eDelivery to be the most blind accessible website on the Internet today,"

Barbara Freeze, Director, Systems & Operations, CNIB.

This project was selected as a winner in the sixth annual [Microsoft Certified Partner Awards in the Collaborative Solution of the Year Category](#). The winner was selected from five worldwide finalists.

Project work for:

- Microsoft
- Fairmont Hotels & Resorts
- CIBC
- Univerisity Health Network
- Puretracks
- World Widelife Fund
- Niagara Health System
- Sympatico/MSN Canada
- Gluskin + Sheff & Associates
- Four Seasons Hotels and Resorts
- Canadian Broadcasting Corporation
- Magna Entertainment Inc.
- Honda Canada
- Canadian National Institute Blind
- Young & Rubican
- Atomic Energy of Canada Ltd.
- Toshiba Canada Inc.
- City of Hamilton
- City of Sudbury
- Hamilton Police Services
- Ministry of Training, Colleges and Universities
- Scotiabank
- Teknion
- Toronto Stock Exchange
- Onex Corporation
- Barrick Gold Corporation
- Aramark
- Acura Canada
- Ontario Power Generation
- Canadian Olympic Commission
- Agfa
- ChumCity
- Hydro One
- Labatt Brewing Company Ltd.
- Trade Settlement Inc.
- ATI Technologies
- BMO Financial Group
- Manulife Financial
- McCarthy Tétrault
- Merx
- Molson Inc.
- Bell Mobility
- Oxford Properties
- Spar Aerospace Limited
- Town of Richmond Hill
- World Health Organization