

DANIEL NEWMAN

EXPERIENCE DESIGNER

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My background in technology and the arts work harmoniously in my designs. My creative side allows the most creative and innovative solutions to come forth while my analytical side reintroduces structure in my creative process at critical points of the design to ensure my solutions are feasible both financially and technologically, that they meet the needs of the customer, and that all edge cases are accounted for. These two sides engage cohesively throughout the design process to bring about innovative and pragmatic solutions. Combined with my background as a consultant and in-house designer, I am equally equipped to tackle vision projects as I am in guiding a project through the end-to-end design process.

WORK EXPERIENCE

Senior Experience Designer

Verizon | Apr 2018 - Present

Designed experiences to explain the benefits of 5G's initial launch and worked to define the future applications of the technology through ethnographic research.

Helped to define a user-centered information architecture for Verizon's privacy portal and designed the download and delete functionality to meet CCPA compliance.

As the design lead for fraud and legal departments we minimized reliance on support channels by enabling self-serve flows and optimized the acceptance of terms and conditions while balancing conversion rates and the informed consent of customers.

Redesigned Verizon's order, trade-in, and return tracking system through intense stakeholdering. Updating the order numbering system, instituting new navigation and information architecture, and standardizing the look and functionality of trackers across the organization.

Product Strategist and Experience Designer

American Migraine Foundation | Nov 2020 - Present

Advised the foundation on the product strategy and research plan for a nationwide outreach program to identify and help migraine sufferers in rural parts of the country.

Design Mentor

Interaction Design Foundation NYC | Jul 2020 - Jan 2021

Mentored a junior designer in design thinking, stakeholdering, information architecture, interaction patterns, and user research.

Experience Designer

Moment | Aug 2017 - Apr 2018

Helped clients of private equity, healthcare, and audiobook platforms define their strategic vision, establish site and information architecture, and key experiences.

Experience Designer and Photographer

American Migraine Foundation | July 2015 - Oct 2016

Conceptualized and produced a photo series to raise awareness for migraines entitled "The Faces of Migraine" and shaped the web experience for the project.

Experience Designer

iPiggiBank | May 2013 - Nov 2014

Advised in web design for the beta release to teach children financial responsibility and to motivate their participation in household chores.

Informations Systems Security Intern

Bloomberg L.P. | May 2013 - Aug 2013

Developed and deployed applications to facilitate automated file management and increased security within the organization.

Software Engineer

InDorse Technologies | May 2008 - Dec 2012

Developed customer facing applications to monitor and ensure the reliability of the document security application and developed integrations with other platforms that were part of the customers workflow.

SKILLS

Experience and Interaction Design

Concepting, visualizing, and presenting solutions, wireframing, high fidelity designs, prototyping, task flows, information architecture, site maps, personas, affinity diagramming, heuristic evaluation, scenarios, storyboarding, design workshops, participatory design

Product Strategy

Competitive analysis, SWOT analysis, business model canvas, lean startup canvas

UX Research

User interviews, usability testing, surveys, card sorting, experience prototypes, contextual inquiry, generative research, design ethnography, literature reviews

Product Management

Planning for agile design, requirement gathering, stakeholdering and stakeholder interviews, running stand up, kaban boards, planning design workshops

EDUCATION

Indiana University

M.S. Human-Computer Interaction and Design

SUNY Purchase

B.S. Math and Computer Science

Dale Carnegie

Confident, Assertive, In Charge: Developing the Attitudes of Leadership

School of Visual Arts

Basic Graphic Design

Basics of Interaction Design and Strategy

Introduction to Information Architecture and Design

Interaction Design Foundation

How to Create Intuitive Products by Imitating Physicality

How to Design for Augmented and Virtual Reality

Journey Mapping

PUBLICATIONS

Healthcare trend report: 2018 and beyond

Feb 12, 2018

AWARDS

Verizon

Winner of Verizon's Build The Future Challenge

Indiana University

Finalist of Indiana's Cheng Wu Innovation Challenge

Nikon

Winner of Nikon's "I Am Next" Photography contest