

Chris McGee

Customer Experience Researcher in Corporate Banking

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New York City

August 2021-current

Senior User Researcher, U.S. Bank

Promoted to senior in March 2023

- Drove **93% user adoption rate** of a modernized corporate cash ordering platform in first 5 months after product launch.
- Compelled **action on 4 out of 5 research findings** when developing corporate ACH payment return functionality.
- Conducted **5 in-depth interviews a week** (average) in Q3 of 2024.
- **Regular facilitator** of problem definition and ideation workshops.
- Re-organized accounts receivables team from a feature focused, product led team to an **outcome focused, user centered team**.

October 2017-August 2021

Senior UX Architect, FCB Health

Promoted to senior in April 2019

- Initiated and led all qualitative user research activities including usability testing, open-ended interviews, and heuristic audits.
- Organized and facilitated ideation workshops across departments and with clients to ideate on design solutions based on research insights and analytics.
- Responsible for UX documentation: user flows, sitemaps, wireframes, and prototypes.

August 2015-October 2017

UX/UI Designer, Gramercy Tech

- Developed user flows, site architectures, and wireframes for internal applications and public facing websites
- Designed and branded user interfaces for internal applications and public facing website

Relevant Skills:

Open-ended interviews, usability testing, concept testing, card sorting, co-creation, analytics, surveys, heuristic evaluation, workshop facilitation, design thinking, journey mapping, process mapping, persona definition, user flows, wireframing, prototyping

Relevant Applications:

Excel, PowerPoint, CoPilot, Quantum Metric, Adobe Analytics, Qualtrics, UserZoom, dscout, Mural, OmniGraffle, Axure

Certifications and education:

- Indi Young Listening Deeply, Qualitative Data Synthesis
June 2024
- User Research Academy, Introduction to User Research
October 2020
- New York University, B.F.A., Studio Art
2006