

Shaun G. McNamara

Pepperell, MA 01463
Mobile: +1.978.609.3852
Portfolio: www.oakendoor.com
Email: oaken13@oakendoor.com
LinkedIn Profile: [linkedin.com/in/shaun-mcnamara-7729811](https://www.linkedin.com/in/shaun-mcnamara-7729811)

About me

Outstanding User Experience designer and researcher who excels at providing intuitive and joyful experiences for the end-user and rapid, clear paths to success for the company. Expert hands-on skills creating wireframes, mockups, and prototypes. Extensive experience collecting and analyzing both qualitative and quantitative user research, performing expert reviews, and producing evolutionary user flows for cross-device/platform implementation. Proven ability to support business and technology goals in an entrepreneurial manner.

Design tools expertise: Adobe (Illustrator, Photoshop, Lightroom, Prelude, Premier, XD, Dreamweaver, InDesign, Acrobat), Figma, Axure, InVision, Balsamiq, TechSmith (Morae, Camtasia, Snagit), Optimal Workshop (and related user research tools).

User Research expertise: User Story Mapping, User Interviews, Usability Testing, Contextual Inquiry, Card Sorting, Surveys, Task Analysis, Personas, Heuristic Evaluations and other inspection methods, Affinity Diagramming, Wireframes, Mockups, Prototypes etc. for interaction across desktop, laptop, tablet, and phone interfaces.

Coding and Scripting: Bootstrap 4, HTML5, CSS3, jQuery.

Professional Accomplishments

2015 - 2021

RSA Security, Bedford, MA

Principal User Experience Designer- User Experience Design group, providing interaction solutions for Identity – SecurID and Governance & Lifecycle products and services.

- Instituted UX inspection methods to kick off internal review and engage stakeholders and cross-functional teams in greater collaborative effort and transparency into product and service issues.
- Initiated and led User Interviews and Usability Tests with current and potential clients, providing scripted presentation of questions inline with initial mockup walkthrough redesigns.
- Analyzed and provided recording highlights from client meetings with written profile reports and created personas as well as presentations with associated reference designs to advance business understanding of user needs and streamline processes.
- Rapidly produced wireframes, mockup designs, and prototypes for engineering implementation, release, and further usability testing.
- Provided expert device, platform, and framework review and recommendations for technical and business needs based on user-centered design.
- Set up and ran multiple internal and client UX workshops to provide greater understanding of UX design thinking and processes.
- Mentored UX interns and team members.

2013 – 2015

PAREXEL, Billerica, MA

Associate Director - Human Factors Engineering group, providing information solutions for clinical study research and development focusing on data-driven monitoring solutions.

- Provided expert reviews of existing systems and related findings to business groups and technology teams.
- Developed user surveys for quantitative research effort as well as analyzing and reporting on responses.
- Initiated and led User Interviews and Usability Tests with current and potential clients.
- Created/updated profiles & personas, heuristic evaluations, archetype correlation, color psychology reference, device interaction scenarios, reports, and presentations for business to streamline processes.
- Created style guides and design pattern libraries for rapid implementation of cohesive designs by Human Factors group as well as engineering consumption.
- Rapidly produced wireframes, mockup designs, and prototypes for engineering implementation, release, and further usability testing.
- Set up and ran multiple internal workshops providing greater understanding of UX design thinking and processes to create collaborative environments across teams.
- Managed department processes, business development, and personnel.

2011 – 2013

Deltek, Inc., Woburn, MA

Principal User Experience Designer - Product Strategy and Management group, providing information solutions for project lifecycle management software and Web sites.

- Provided user and task analysis for user-centered interaction across multiple devices and platforms.
- Set up, and moderated user interviews and test studies with current and potential clients covering existing and new designs/design thinking.
- Analyzed and presented study findings and direction based on UX recommendations.
- Created profiles & personas, heuristic evaluations, archetype correlation, color psychology reference, device interaction scenarios, reports, and presentations for business to streamline processes.
- Produced wireframe, mockup, and prototype design for presentation of cognitive workflows to users and team members.
- Designed interaction and responsive scenarios across platforms and devices based on user-centered design and product/service delivery needs.
- Mentored other UX team members and stakeholders in user-centered design processes.

**Other
Professional
Accomplishments**
1991 – 2011

- **Verizon Business**, Boston, MA Senior User Experience Designer - User-Centered Design group, developing capabilities and solutions for Verizon Business and Verizon Enterprise Center. (2010 - 2011)
- **Akori, Inc.**, Littleton, MA Senior Information Designer - virtualization software management company providing dynamic data center optimization. (2007 - 2010)
- **Azimuth Systems**, Acton MA Senior Information Designer - software/hardware WiFi test solutions company. (2006 - 2007)
- **Pingtel Corp.**, Woburn, MA Information Designer – VoIP communication company working with SIP. (2004 – 2006)
- **Genuity**, Woburn, MA. Information Designer network infrastructure/performance interaction. (1997 – 2003)
- **United States Coast Guard**, Environmental Geology Specialist (PS), Boston, MA. (1991 -1996)

Educational Milestones

Bentley University, Waltham, MA.

User Experience (UX) - completed 2010.

Courses: Human Factors in Information Design, User & Task Analysis, Usability Testing, Designing Instructional Media, Designing for the Global Community, Information Architecture, User-Centered Interface Design, Managing a User-Centered Development Process, and Usability Inspection Methods.

Northeastern University, Boston, MA.

B.A. Major – English Literature; Minor – Environmental Geology (graduated, 1996)

GPA: 3.6, graduated Summa Cum Laude, and consistently on the Dean's List.