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Chris Harrison, User Experience Lead

Experienced and self-motivated User Experience Professional with over ten years of industry experience helping companies of all sizes make the most of their customer experience.

Employment History

UX Lead at Pantastic, Remote

February 2022 — Present

Pantastic is a small, successful digital startup aimed at changing the way independent retailers grow their businesses online. I joined the Pantastic team as their first dedicated UX employee, with the aim of both improving their customer experience across their product suite, and growing the UX capability inside the company - both through growth of a dedicated UX team, and by expanding the UX knowledge across the wider business.

During my time at Pantastic, I've led the design and UX team through two product acquisitions and a successful rebrand. My team and I have grown engagement and revenue across all four of Pantastic's software platforms, and grown the capability of the business by implementing a design system, customer testing principles, and a holistic design methodology.

Senior UX Designer at Telstra, Melbourne, Australia

August 2021 — February 2023

I'm currently working as a Senior Designer for Telstra, Australia's largest Telecommunications company.

In particular, I'm leading a team with the goal to uplift and improve the experience of our NBN customers, helping them feel informed and empowered when selecting their NBN service, and demystifying the technical aspects of high-speed internet.

Senior UX Designer at ME Bank, Melbourne

June 2019 — August 2021

I worked together with a new project team looking to reshape the home loan experience for ME's customers. Together we conducted surveys with customers, brokers, sales staff and internal admin teams. We took that information and used it to construct a user journey that mapped the future of home loan acquisition.

Alongside that project, I also participated in a number of cutting-edge features and research for the ME Bank website and mobile app, including the inception and validation of MVP features for ME's new mobile app experience.

I also worked with the UX team to develop the new look, feel, and feature set of the next generation of the ME Bank mobile app. This included the concept and visual design, as well as developing and testing a number of prototypes with customers.

During the COVID Pandemic, I also led a team to design our own internal employee experience, aimed at helping our people thrive and survive during some of the toughest times in their career.

Mentor at Academy Xi, Melbourne

July 2019 — July 2021

I'm passionate about enabling the next generation of great UX designers. I was honoured to join Academy Xi as a course assistant and industry expert in Academy Xi's UX course.

I've helped guide students during short-term and long-term projects, as well as provided them assistance in finding placement within our industry. I'm proud to say that a large number of my students were successful in their courses and securing their first roles in the industry.

Freelance Writer at Prototypr, Melbourne

June 2018 — March 2020

As a staff writer for Prototypr, where I write articles centering around UX and UI Design. In particular, I've specialised in articles related to UX tooling and digital practices. I also write a yearly UX Tools roundup for Prototypr, the 2019 version which attracted an audience of over 100,000 readers.

UX Designer at Tabcorp, Melbourne

November 2015 — June 2019

Working in the Tabcorp UX team, I am responsible for the inception, development, and delivery of features and products for the Tab, Keno, Sun Casino, and Tattslotto brands.

This included the end-to-end UX journey, from initial ideation through to concept testing and final design and handover.

I started work on the Keno iOS app and website, developing new features and refining existing ones. I was then the principal UX designer on the Keno Android application from its initial inception as a web-wrapped product, all the way to a fully native experience.

Beyond Keno, I've assisted with a number of Tabcorp products and brands, including Tattslotto and NewsCorp's Sunbets brand.

Over my time at Tabcorp, I've assisted in defining the culture and capability of the UX Design practice. Together with the UX team, we implemented procedures and technologies that have defined how we work and ensured we are a world-class design team.

Education

Bachelor of Communication Design, Swinburne University of Technology, Melbourne, Victoria

January 2010 — December 2013

Diploma of Website Design, Chisholm TAFE, Melbourne, Victoria

January 2007 — December 2009

Skills

- ☒ Sketch, Figma, Adobe XD
- ☒ Photoshop, Illustrator
- ☒ Premiere, After Effects
- ☒ Blender
- ☒ Javascript, MathJS
- ☒ Webflow
- ☒ InVision, Abstract
- ☒ Principle, Flinto, Protopie
- ☒ HTML & CSS

Other Skills

I've listed a number of technical solutions that I'm familiar with and am commonly asked about. That being said, I love learning new tools and skills. If your company uses a particular technical workflow for UX, I'd be excited to learn more about it.

Portfolio

Portfolio, Assorted Work

I've included a number of case studies showcasing my workflow and previous work on my online portfolio:

<https://chrisharrison.design>

Links

[LinkedIn](#)

[Medium](#)

[Graphic Design Portfolio](#)