

PAUL PINKNEY



experience & interaction
designer • researcher
strategist • mentor • leader

aurora, colorado



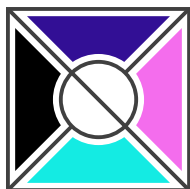
award-winning designer,
earning over twenty awards,
personally and for represented
companies

enjoy acting as a team leader
or serving as one of several
designers and researchers

redesigned many products,
growing profits by as much as
400% and increasing user
satisfaction 10-fold

sold user-experience visions to
c-level executives and
chairmen and presented these
strategies to audiences of over
400 employees

spearheaded design teams,
strategies, standards, visual
languages, and good ("best")
practices for several businesses



'19-now Swisslog Healthcare
senior user experience designer

setting the direction for all user-experience efforts

'12-18 DISH Network
principal user experience designer

- started Product Management's user-experience team from the ground up and established the UX vision
- redesigned the Hopper, DISH's flagship product, improving the overall user experience, solving usability issues, surfacing personalized content and features, modernizing the UI, and giving control of the product to DISH
- created DISH's agile, lean UX design process
- won experience awards at several industry shows and from many product reviewers
- consulted in the design of Sling TV, multi-dwelling unit, smart home, mobile, web, and remote control products

'04-12 StillSecure
lead user experience designer

- led the design of network security products and software-as-a-service (SaaS) offerings
- the redesign of the network access control product made it the company's best seller and increased profits by 400%
- won ease-of-use awards from several product reviewers

'01-04 Tiger Interactive Software Solutions
president & principal designer

- provided professional design services to clients such as the NYPD, Bonfils Blood Center, and Janus Funds
- for Douglas County of Colorado, created the county-wide UI standards, including accessibility guidelines (Section 508), for web applications and sites

earlier NASA • University of Colorado • Level 3 • U S WEST
National Center for Atmospheric Research
user interface designer & developer

master of science

thesis & focus on human-computer interaction (HCI)
University of Colorado at Boulder
computer science • '94

bachelor of science

University of Colorado at Boulder
computer science • '92

certificate of executive education

University of Denver
product management program • '14

leadership & talent management training

DISH LEAD Program • '15, '13

brand-building education

DISH Brand College • '13



user-experience awards at DISH

won user-experience awards for DISH's Hopper from the Consumer Electronics Show (CES), Consumer Technology Association, PC Magazine, and other product reviewers • '14-17

ease-of-use & best-in-class awards at StillSecure

won ease-of-use and best-in-class awards for products designed at StillSecure from reviewers such as Gartner, TechWorld, Windows IT Pro, and SC Magazine • '06-12

expanded bonuses at Level 3

awarded additional year-end bonuses at 18-23% for three consecutive years for outstanding performances, including meeting very aggressive project deadlines • '99-01

expanded stock option awards at Level 3

for meeting ambitious project deadlines and product quality, was granted additional Level 3 Out-performance Stock Option (OSO) awards for six consecutive quarters • '00-01

circle of excellence & other awards at U S WEST

two U S WEST individual merit awards and four Circle of Excellence (CoE) awards for distinguished product quality and meeting aggressive program deadlines • '97-98

PAULPINKNEY.COM

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illustrator

photoshop

indesign

html & css

javascript & jquery

sketch & inversion

lean ux & agile

balsamiq

web design

responsive design

user interface design

interactive tv design

mobile design

visual & graphic design

interaction design

instructional design

journey & emotion mapping

copywriting

inclusive design

accessibility (a11y)

standards & style guides

visual languages

information architectures

globalization (i18n & l10n)

information design

data & scientific visualization

user research & testing

in-context interviews

demographic research

heuristic evaluations

card sorting

personas

front-end frameworks

design patterns

full-stack design

skills