

CV for Nathanael Coyne

Personal Details

Name: Mr Nathanael Coyne (Boehm)

Date of Birth: 18 July 1983

Citizenship: Australian

Security Clearance: Lapsed

Availability: 4 weeks

Work Experience

UX Designer at Link Digital

December 2014 to now (5 months)

At Link Digital I am helping the former traditional web agency to engage with new markets both by bringing a new user experience design and information architecture capability and being heavily involved in proposal writing and strategic conversations about team structure, process and studio management.

I led the rollout of an Agile Scrum methodology and provide both a strategic UX consultation service to clients as well as a “just in time” design specification and facilitation service to Link's development team.

Our process guarantees we have the ability to deploy self-contained functional software at every release point that is anchored around specific user archetypes or workflows so that at each point we can effectively evaluate how well the designed solution caters for a type of user in completing a task.

My clients include the National Archives of Australia and Charles Darwin University. We also just jointly won Round 3 of the Digital Canberra Challenge with our customised “flavour” of open data platform CKAN, called the Digital First Media Platform, with a custom Drupal user interface built for the CBR Canberra brand.

UX Designer for BPOHRIT

March 2014 to now (9 months casual)

I worked with a small distributed team (Canberra-Brisbane) for Singapore-based client mig33 on an arts and entertainment website redesign.

The website had been sold to mig33 and needed to be revived and relaunched on a new platform, re-energising the lagging community of music fans and ensuring that the site delivered on the brand values of helping give new artists exposure.

They also want to gradually expand the geographic focus of the site even though right now it is primarily serving the south-east Asian market, specifically Singapore, Hong Kong, Taiwan and Philippines.

I worked with the client, project manager and developers to analyse web statistics, business plans and technical capabilities and constraints to produce a set of concepts and wireframes that ensured business requirements were met without being too prescriptive to the developers.

I also worked on a permit to work system for utilities companies and contractors who work near power and water networks.

UX Designer at acidlabs

April 2013 to March 2014 (11 months casual)

I subcontracted on a casual basis to Stephen Collins at the acidlabs design studio for several projects over 2013 and early 2014.

Late last year I completed a project with the ACT Government Community Services Directorate where I developed a digital prototype for a new online community and families engagement initiative as part of an innovative new ACT Government design-led framework for service delivery.

I've also consulted to iCognition on their EDRMS DIEM Portal product, conducting user research and providing support on user testing.

I developed an Axure RP 6.5 prototype for Environment Canterbury through Hairy Lemon in Christchurch to help them identify opportunities for improvement in their public transport journey planner.

UX Designer at Telogis in New Zealand

January 2012 to February 2013 (14 months)

As the sole UX designer I worked with development teams, product managers and stakeholders across all products both in the New Zealand R&D office and in the United States. There was far more design work than I could fully attend to, so I proactively identified and engaged with the critical projects and user stories that were in most need of my expertise.

In addition to 'tactical' design activities I also contributed substantially to advancing design thinking, user empathy and evidence-based product decision making within the organisation and pushed for a more strategic approach to design.

My projects included several mobile web applications for job dispatching and vehicle location mapping, usability improvements across most of Telogis' products, raising awareness about accessibility and universal design and a new product that met a gap in our market coverage whilst also introducing a number of user task efficiency accelerators such as drag and drop interactions that will eventually be rolled out across all UI.

Freelance UX Designer in New Zealand

November 2011 to January 2012 (3 months)

A short stint freelancing, working with local design agencies Hairy Lemon and Doubledot Media on several projects and a client of my own, Embroidery Works in Auckland. mostly requirements gathering, user interface design and UI specification writing.

UX Designer at LeftClick in New Zealand

January to October 2011 (10 months)

I worked in a team of three UX designers with my own clients and projects, doing the majority of account and project management with clients including the Christchurch City Council, Crester Credit, Global Adventure Guide, HealthPost, Loans2Go, NZ Tax Refunds, PayGlobal, powerHouse and NZ Fine Prints.

My conversion optimisation work on NZ Tax Refunds in collaboration with accredited SEO expert Sam Law saw well over a 300% increase in users signing up to check for a tax refund from the IRD.

I conducted user testing with live websites and concepts in the LeftClick usability lab, and interviewed stakeholders and users to ensure all design and optimisation work was evidence-based with the highest chance of success for my clients.

UX Designer at Centrelink / Human Services Portfolio

December 2009 to December 2010 (13 months)

I worked in the newly-formed Strategic Communication section to help develop and implement a Strategic Communication Framework. I designed and administered a divisional staff attitudinal survey including all analysis and reporting. I developed an electronic product development and event planning calendar which collates, displays and filters 1,500 products and events per year.

With my colleague Michael Monaghan I designed and coded Centrelink Express, a pilot touchscreen kiosk that was also accessible and keyboard navigable.

I designed and drafted a series of user interface wireframes for an intranet toolkit website that would house the Strategic Communication Framework processes, guides and templates.

From August 2010 I was the project and design lead on developing a mobile companion site alongside the development of a full website under the Single Portfolio Website (OneWeb) project. Developing project vision, visual mockups and scenarios, commissioning and coordinating market research, developing user interface and interaction specifications and working alongside the main project team CMS & portal developers, content strategist and taxonomist.

I also provided advice and wrote reports on government adopting Web 2.0 technologies and social media.

Front-End Developer at Optus / OpenText

September to October 2009 (2 month contract)

During my four-week fixed contract to Open Text I provided HTML, CSS and JavaScript front-end development and testing services to their client Optus at the Optus Campus in Sydney.

I took two Vignette-based web application products and developed a consolidated, integrated and extensible web user interface framework which used a range of rich, dynamic features including several jQuery UI plugins.

I also provided W3C WCAG accessibility compliance and usability recommendations as well as a style guide.

I cut structural HTML markup and CSS by over 50%, implemented unobtrusive JavaScript and increase the maintainability and performance of the UI.

UX Designer at the Department of Education, Employment and Workplace Relations (DEEWR)

May 2007 to August 2009 (over 2 years)

I spent ten months with two business analysts iteratively developing conceptual designs and prototypes for two complex productivity web applications with which we conducted exploratory and assessment/formative usability testing with business users in every capital city. My role was facilitating the internal design sketching sessions, moderating some of the testing sessions and producing the HTML, CSS and JavaScript for our highly-functional high-fidelity prototypes.

I then contributed to the vendor engagement process by preparing the services contract and managing the project for three months until we hired a dedicated project management resource.

During the development phase I supported developers through mentoring, testing and providing specialist advice on W3C WCAG accessibility guidelines compliance.

As web administrator of National Training Information Service (NTIS) I reviewed business processes around the workflow and publication of training packages to the NTIS website. My work resulted in a massive increase in performance of the process with the known status of requests accurate to within 3 days went from less than 10% to over 95% in just one month.

Front-End Developer at Sports Hydrant

November 2008 to February 2009 (4 months part-time)

I worked as a part-time freelance designer and front-end developer on this new start-up company to implement web user interfaces using HTML and CSS that integrated with the KickApps CMS.

Front-End Developer at the Department of Health and Ageing

November 2006 to April 2007 (6 months)

I worked with the development team for Aged Care Australia and facilitated web user interface implementation by providing advice and contributing my CSS design skills. I also provided advanced content development skills to the Seniors portal.

Web Administrator at the Australian Federal Police (AFP)

January 2004 to October 2006 (over 2½ years)

At the AFP I worked on information architecture, content and deployment of the intranet AFPHub, then worked on the corporate website MySourceMatrix CMS deployment and integration. I also ran the WebTrends web analytics instance.

I designed, developed and deployed the WCAG compliant Australian High-Tech Crime Centre (AHTCC) website also on MySourceMatrix.

Web Manager at ScreenSound Australia

June to July 2003 (2 month contract)

I contracted to ScreenSound to provide web management and content authoring services while the employed web manager was on leave, including launching a new exhibition on the Antarctic expedition photographer Frank Hurley.

Freelance Web Designer

May 2002 to September 2007 (over 5 years part-time)

I started the business when I was 18. It was a part-time on-the-side freelancing operation I conducted in addition to my full-time job at Catalyst Interactive, the AFP and Dept. of Health and Ageing although I did bring on subcontractors for various projects, mainly graphic designers. I did all the interaction design, front-end development, information architecture, back-end coding, client liaison and project management.

Clients included a local cosmetics retailer, international aid project management agency, environmental lobbyist, clothing and accessories retailer, children's athletics group, mobility equipment retailer and more.

Web Application Developer at Catalyst Interactive

January 2001 to May 2003 (over 2 years)

As a developer at CI I worked mainly with web technologies to build and deliver both web-based and CD-ROM-based e-learning applications, internet and intranet sites for clients including Qantas, Optus, Department of Defence, ANZ and the ATO.

Interests

I am an avid landscape and nature photographer and enjoy travelling, hiking and exploring the outdoors off the beaten track and sharing my adventures through blogging and Flickr.

I am also passionate about conservation and volunteer with the ParkCare group Friends of The Pinnacle (FOTPIN) mostly assisting with weed management as an accredited chemical sprayer (training sponsored by the ACT Government).

I'm a volunteer wildlife carer with ACT Wildlife, caring for and rehabilitating native birds and marsupials. I'm also a volunteer dog foster carer with Riverina and District Animal Rescue (R.A.D.A.R).

I'm also into geocaching, am an OpenStreetMap contributor and learning more about geospatial data presentation, cartography and Geographic Information Systems (GIS) using tools including QGIS inspired by my recent work at Telogis.

CV last updated 24 April 2015