

# Andrew Chandler

## USER EXPERIENCE DESIGN

I design experiences that make a difference in people's lives. My record includes successful redesigns and enhancements of complex digital products, services, and apps.

- UX strategy, architecture, wireframes, prototypes, and visual design
- User research, including qualitative studies and usability tests
- Personas, scenarios, and complex interdependent workflows
- Collaborative design techniques and workshops for teams and stakeholders

## EXPERIENCE

### McKinsey & Company (03/2018 – Present)

Lead product design and research for digital tools and processes used in client communications.

### Scholastic (02/2017 – 02/2018)

Director, User Experience / Lead UX Designer

Lead UX Designer for Scholastic Classroom Magazines and head of the digital design department. Headed redesigns of the main website as well as select magazine websites serving over 1 million subscribers. Led user research and usability testing.

- Completed six redesigns, leading a team and delivering hands-on UX design and usability testing, of the main classroom magazines website, six magazine sites, and other ancillary sites, including mobile designs
- Organized and moderated usability testing for all redesigned websites, which led to over a dozen improvements implemented in time for launch
- Led quantitative and qualitative user research efforts, including a first-time all-customer survey of technology use
- Created personas, UX-related reports, and the Classroom Magazine's first journey maps

### McGraw-Hill Education (02/2012 – 02/2017)

Manager, User Experience (02/2015 – 02/2017)

Lead User Experience Designer (02/2013 – 02/2015)

User Experience Architect (02/2012 – 02/2013)

Promoted from within to lead a team of UX designers in the design of McGraw-Hill Education's digital products for higher education, including the industry-leading platform for online assignments that served over 2 million professors and students.

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## McGraw-Hill Education (continued)

- Led a redesign of the instructor experience for the platform
- Designed dozens of enhancements to McGraw-Hill Education products and services, including mobile offerings
- Helped establish UX agile practices
- Established user research processes, standards, and templates
- Led efforts to design to accessible design standards (WCAG 2.0)

## Carnegie Hall

(11/2000 – 12/2011)

Director, Interactive Services (07/2006 – 12/2011)

Website Director (07/2003 – 07/2006)

Website Manager (11/2000 – 07/2003)

Led Carnegie Hall's digital activities, serving as department head and delivering dozens of projects as UX lead, content development lead, and project manager, including:

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|---------------|--|
| Redesigns     | <ul style="list-style-type: none"> <li>• Carnegiehall.org (twice)</li> </ul>   |
| Education     | <ul style="list-style-type: none"> <li>• Educational Online Resource Center</li> <li>• Performers Guides</li> </ul>                    |
| Miscellaneous | <ul style="list-style-type: none"> <li>• First Carnegie Hall Mobile Website</li> <li>• First Carnegie Hall Blog</li> </ul>             |
| eCommerce     | <ul style="list-style-type: none"> <li>• eCommerce Integration and Flows</li> <li>• Carnegie Hall Subscription Renewal Flow</li> </ul> |

## Sony Classical

(07/1997 – 11/2000)

Created packaging and supporting website content for classical music CDs.

## TECHNICAL SKILLS

- Adobe Creative Suite, Sketch, and Omnigraffle
- Invision, Axure, and HTML prototyping
- Web analytics and survey analytics
- Content management systems
- HTML, CSS, Javascript

## EDUCATION

Oberlin College and Conservatory (B.A., B.M.)

Juilliard School (M.M., French Horn)

University of Minnesota (M.A., Musicology)

Participant in Delta.NYC 2017 with Civic Hall Labs, contributing pro bono design work

Member of the New York User Experience Professionals Association and the Interaction Design Association