

# SOPHIE HENRY

- ▶ I am a **user-experience specialist** with over 20 years of experience who understands that successful UX innovation lies at the intersection of user needs, business requirements, and technical constraints.
- ▶ I **strategize, define, plan, research, design, prototype, and test** products and services.
- ▶ I **lead multi-disciplinary teams** with methods and processes fit to each project.
- ▶ I **manage** direct reports and look for growth and learning opportunities for them.
- ▶ I have experience presenting to large and small groups, moderating workshops, and teaching.
- ▶ I have a focus in financial services and data-heavy environments. I have designed for a wide variety of companies and businesses.

## EXPERIENCE

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**2010 – present**      **Comrade**      Oakland, CA  
*Director of User Experience*

At Comrade, I work with a team of talented individuals to produce designs that impact people's lives, with a focus in financial products and services. I direct multi-disciplinary teams into delivering high-quality work. I manage the User Experience group and, as a member of the leadership team, I participate in strategic discussions regarding the company.

Select clients: JPMorgan Chase, TIAA-CREF, BlackRock, Charles Schwab, Wells Fargo, FICO, RMS, Silicon Image, Eventbrite.

**2001 – 2010**      **Sophie Henry Design**      San Francisco, CA  
*Owner, User Experience Designer*

During my almost-decade as an independent consultant, I worked with clients to translate business goals into user-friendly design solutions. I delivered user profiles, user scenarios, site or application maps, user and information flow diagrams, wireframes, page layouts, and user interface specifications for website and applications. I led and analyzed user research, concept testings, and usability tests.

Select clients: CashEdge, Alibris, Nike, ActionTracker, Visa/MSN, VA Hospitals, Navman GPS.

1999 – **vivid studios** (acquired by Modem Media) San Francisco, CA  
*Associate Creative Director of Information Design*  
2001 At vivid studios, I was part of a creative team dedicated to exploring the opportunities new technology had to offer. We were at the forefront of user experience design and I learned how to collaborate with interdisciplinary teams and with clients.

Select clients: Intel, Michelin, American Century, Zoza.com

1995 – **Hewlett-Packard**, Home Products Division Cupertino, CA  
1999 **Hewlett-Packard**, Small Business Operation Grenoble, France

*Project Manager and Software Usability Engineer*

While working at HP, I managed multiple software projects simultaneously and oversaw the development, testing, and delivery of applications for multiple platforms in five different languages. I handled relationships with software vendors. I also acted as in-house user-interface consultant for all projects in the division and established a human factors engineering program.

Select projects: First boot sequence and all interactive help and tutorials of the HP Pavilion PC, usability program for the Small Business PCs, project management of the customizable keyboard software and hardware.

## EDUCATION

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1994 **M.S. in Human Factors Engineering**  
Virginia Polytechnic Institute and State University Blacksburg, VA  
Industrial Systems and Engineering department

1992 **Engineering Degree in Computer Science**  
ENSIMAG, National Polytechnic Institute of Grenoble Grenoble, France

## SKILLS

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Axure, Omnigraffle, Visio, InDesign, MS Office, Photoshop, Illustrator, Sketch, Invisio, working knowledge of HTML and CSS

Experience with Agile, Lean UX, Pair Design and Design Thinking methodologies

Taught “Interactive 101” in the California College of the Arts graphic design program

Bilingual in French and English with dual French and American citizenships