

Norman Neubauer

UX-Driven Developer • 5+ Years Consulting • Building Inclusive Experiences

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User Experience Designer

Experienced Software Developer with 15 years in the field, including 5 years of consulting experience. Focused on human-centred design, seeking to bridge the gap between technical and non-technical stakeholders, creating inclusive and accessible solutions.

Work Experience

Senior Consulting Developer • Idea 11

Jun 2019 – Present

Led and collaborated with clients (non-profits, government, etc.) to deliver high-quality, user-centric solutions. Focused on understanding user needs and pain points through active engagement.

Example: Automated manual processes – developed a method to digitise submitted paper forms using optical character recognition. Several discussions were had with the client through the project to articulate their pain points and collaboratively design a user-friendly process. Conducted usability testing on the final product to assess its viability. Quantitative data clearly shows an increase in the engagement rate of the automated process.

Software Developer • My Community Directory

Dec 2014 – May 2019

Developed and modernised a services directory & event website within an Agile framework, prioritising user experience across all devices.

Example: Accessibility overhaul - the website had to meet WCAG Level AA compliance in accordance with Australian Government standards. Much of the website's existing design had to be updated to be more accessible for assistive technologies, like screen readers. It required empathy to understand the perspective of a user who primarily relies on screen readers or keyboards for navigation. Feedback from users has been very positive.

Education

Graduate Certificate of UX Design • RMIT

Jan 2023 – Dec 2023

Gained a comprehensive understanding of UX research, design, prototyping, and ethical considerations.

Example: Ethics in mobile gambling - this posed an intriguing question: How can a mobile gambling company employ more ethical design? This involved conducting autoethnographic research and quantitative analysis on existing gambling apps, identifying the dark patterns employed, and subverting these to mitigate problematic behaviours. This involved developing insights into customer behaviours and articulating these to produce meaningful outcomes. Developed and presented three high-level concepts that directly address these dark patterns. These concepts aim to benefit users and were presented through a PowerPoint presentation.

Skills

- User Research
- Developing wireframes and prototypes with Figma and Miro
- Double Diamond model as it applies to the complete design process
- Accessibility, particularly with regards to WCAG 2.0

References

Provided upon request.