Mark Kremer

HUMAN FACTORS/USER EXPERIENCE SPECIALIST • MENTOR • SOFTWARE ENGINEER

Passionate about solving complex, real-world problems; Proven track record of making the complex simple; Creating delightful experiences that exceed user & business goals; Working remotely from around the world since 2008.

QUALIFICATIONS

U.S citizen
Self-directed
Problem-solver
Results-driven
Collaborator
Responsive
Conceptual Thinker
Detail-oriented
Leader
Mentor
Creative
Character

EXPERIENCE

Human Factors/UX Specialist (Contract)
ZOLL (Remote) 2020 - Present

Mentor (Contract)
CareerFoundry (Remote) 2020 - Present

Human Factors/UX Specialist
Allscripts (Remote) 2017-2020

Human Factors/UX Specialist
McKesson (Remote) 2007-2017

User Interface Specialist
Program Manager
Senior Software Engineer
ZOLL Data Systems 1998-2007

EDUCATION

M.S. Electrical Engineering
University of Missouri

B.S. Electrical Engineering
Washington University in St Louis

Certified Usability Analyst
Human Factors International

SKILLS

Research
Human Factors • User Research • User Observation Interviews • Contextual Inquiry • Task Analysis • Workflow Analysis • Surveys • Focus Groups • Formative Testing Summative Testing • Heuristic Evaluation • Card Sorting Scenarios • Personas

Architecture
UX Architecture • Visual Standards • Interaction Patterns Global Navigation • Synchronous vs Asynchronous • Feasibility • Maintainability • Extensibility • Reusable Components

Design
Wireframes • Interaction Design • Visual Design • Data Visualization • User Centered Design • Iterative Process

Prototyping
Rapid Prototyping • Interactive Prototyping • Sketch • Axure • Balsamiq • Paper • Whatever tool meets the need

Technology
HTML • CSS • Sass • Javascript • C# • Kendo UI • .NET • SQL

Process
Design Thinking • UCD • SAFe •Agile • Scrum

ACCOMPLISHMENTS

Provided leadership for User-Centered Design (UCD) activities for many high-profile projects, including:

- Innovative data visualization of a patient's medication administration that reduced the cognitive load and delighted users
- Redesign of a PeopleSoft solution resulting in increasing the SUS score from 60 to 97
- Redesign of an electronic prescription writer that reduced user burden (GOMS) from 30 to 7
- Multi-monitor call-taking and dispatch solution for emergency medical and fire response.
- Tablet-based data collection solution for emergency medical responders. First-year sales exceeded projections by 300%, making this the company's top-selling product.

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TRAINING

UX Immersion Mobile Conference
User interface Engineering

Interaction Design Practicum
Cooper University

MIX Conferences
Microsoft

Presenting Data and Information
Edward Tufte

CONTINUING EDUCATION

Crucial Conversations

Building an Environment of Trust

Appreciating Individual Differences

Influential Leadership

Effective Presentation Skills

Negotiating: Effectively Communicating Your Point

Better Collaboration Through Facilitation

Liaison between development teams in Asia and product management in the U.S.

Integrated tens of disparate web-based clinical solutions, from multiple business units, into a unified experience. Challenges included:

- Disparate technologies
- Designing a global navigation framework
- Coordinating a phased approach to rolling out new modules
- Defining the 'look of the future' while maintaining the right amount of consistency with legacy systems

Designed and coded a UX showcase to assist development and QA. Collaborated with 12 scrum teams to ensure it provided exactly what they needed:

- Our visual standards defined and demonstrated in styled, working examples using our UI toolkit (Kendo UI)
- Code snippets
- Wiki for development notes

Managed the development of an EMS billing system, resulting in a 5x increase in efficiency under my leadership.

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