

Christian Llagas

UX Generalist - UX Design, Service Design, User Research & Content Strategy

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What I've worked on recently

2022-2023

- **UX Lead** - Designing and building an MVP tool to implement the carbon accounting process for state government agencies.

2021

- **Research/Service Design Lead** - Understanding the CPA (Certified Practising Accountants) student experience
- **UX Lead** - Design and content migration of In The Black. CPA's magazine for accounting professionals
- **UX Lead** - Migration of Nintendo onto a new headless CMS solution (Contentful)

2020

- **UX Lead** - Design and content migration of South East Water onto Adobe Experience Manager

What I do for my clients

I help make sense of a problem, challenge ideas and assumptions

I'm at my most effective during the formative stages of a project – helping build context and a shared understanding of problems. This allows me to create designs that work well, and solve genuine business problems.

I plan and execute user research programs to help teams make better decisions

Effective user research should always help build confidence in the decisions the team needs to make. I use a variety of research techniques to help set the context of a problem, validate ideas, or refine an experience.

I build prototypes to better understand problems or explain a solution

I'm a big believer in using prototypes to help the people around me "see" a problem. By drawing on my experience as a front-end developer, I'm able to build prototypes that can act and feel real, so I can elicit genuine feedback.

I strive to make content more useful, usable and easier to manage

"Content precedes design. Design in the absence of content is not design, it's decoration." Jeffrey Zeldman

Career

Senior Experience Designer

Concentrix Catalyst

Jan '22 – Present

Clients – NSW Dept. of Treasury, VicRoads, Virgin Australia, NRS (National Relay Service)

Senior Experience Designer

Merkle/Isobar

Jan '19 – Jan '22

Clients – Jetstar, RACV, South East Water, Nintendo, CPA Australia

Senior UX/CX Designer

Freelance

Mar '11 – Jan '19

Clients – TABCorp, NAB, ABC, Dept. of Education, NAB, Westpac, Coates Hire, Vodafone

Senior UX Designer

Jade Software

Jun '15 – Dec '17

Clients – Australian Unity, LendLease, ClearView, TAL Insurance, OnSide

Education

Summer Intensive – MFA Interaction Design
School of Visual Arts, NYC
Completed Summer 2012

Graduate Diploma – Information Management
University of Technology, Sydney
Completed 2008

Bachelor of Arts – Media and Cultural Studies
Macquarie University, Sydney
Completed 2005