

# Rob Favre

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## experience

### **Blackbaud, Inc.**

#### **User Experience Designer > Senior > Principal**

Jul 2008- Present

Work with product teams to identify user needs through interviews, contextual inquiry, surveys, and engagement in online communities

Prototype and test solutions that meet business needs while providing a delightful user experience

Work closely with multiple engineering teams to ensure a polished and consistent final product

Coordinated on-time completion of large projects across multiple teams, including multiple platform-wide UI

Deliver user-centered designs in a complex domain (Nonprofit fundraising management) that requires specialized knowledge

Design lead for [Raiser's Edge NXT](#), Blackbaud's flagship web-based CRM software, which earned the highest SUS score of any Blackbaud product after its release

Foundational contributor to [SKY UX](#), Blackbaud's open source component-based design system

Interview UX candidates in conjunction with the UX management team

Recognized with multiple peer- and management-sponsored awards for excellence in design

### **Motorola, Inc.**

#### **Interaction Designer**

Aug 2004 - Jul 2008

Designed user interfaces for Motorola's proprietary mobile phone software

Collaborated with product and development teams in North America, Europe, and Asia

Worked with customers such as T-Mobile, AT&T, and Verizon to meet their requirements while keeping focus on end user experience

Planned and analyzed formal usability studies with user research team

## objective

A leadership position in a dynamic organization that's passionate about delivering the highest quality user experience.

## skills

High-fidelity prototyping  
Wireframe/paper prototyping  
Mobile and responsive design  
User interviews  
Contextual inquiry  
Usability testing  
Brainstorm facilitation  
Requirements documentation  
Mentoring junior designers

## tools

Axure  
Sketch  
InVision  
Fireworks  
Photoshop

## education

MSI Human-Computer  
Interaction University of  
Michigan School of  
Information  
2004

BA History  
University of Michigan  
College of Literature, Science  
and the Arts  
1998