

# KLAUS WISSMANN

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## QUALIFICATION SUMMARY

- Six years experience in successfully managing time- and budget-critical user experience projects with high customer satisfaction.
- Skilled professional combining expertise in all phases of a user centered design process with strong technological background.
- Demonstrated ability to assess client needs and user requirements, and to transform those into innovative and successful products.
- Can communicate effectively with users, clients, management, and software engineering.
- Experienced in leading interdisciplinary teams in international settings.

## KEYWORDS

User Experience Design, Usability Engineering, Requirements Engineering, Project Management, Team Leadership & Collaboration, User Models, Use Case Modeling, Information Architectures, Interaction Concepts, Wireframe Mockups, Design Specifications, Style Guides, Visio, Photoshop, Morae, Project, (D)HTML, JavaScript, AJAX, Java

## PROFESSIONAL EXPERIENCE

### Senior User Experience Consultant

2002 – present

Siemens AG, Corporate Research & Technology, Munich, Germany

Manage user experience projects for Siemens groups in various domains (incl. household appliances, network management systems, and intranet websites & applications). Lead interdisciplinary project teams through all phases of a user centered design process. Devise and evaluate attractive user interfaces for a wide variety of technological environments (incl. web sites, rich client applications, consumer electronics, multi-screen setups).

- Collect client needs and user requirements (through interviewing, contextual inquiry, focus groups) and translate them into user models, work flows, information architectures and interaction concepts
- Create use cases, flowcharts, wireframe mockups as well as design specifications and style guides to effectively communicate user interface designs to users, product management, marketing, and engineering
- Design consistent cross-device user interface concepts while ensuring applicability to different brand identities as well as differentiation of products into different market / price segments
- Lead large-scale international usability tests; synthesize results into concrete improvement potentials and provide a sound foundation for decision making
- Establish a Wiki based knowledge management tool as a collaboration platform for our international teams and a repository for our internal methods and tools

## Software Engineer

2001 – 2002

Siemens AG, Corporate Research & Technology, Munich, Germany

- Developed interaction designs and rapid prototypes of innovative user interfaces for VoIP / UMTS telephony applications
- Designed and implemented a framework for skin-based user interfaces based on Java / XML to allow visual designers more freedom on widget appearance while reducing development time

## Freelance Consultant

1996 – 2001

Ulm, Germany

- Responsible for conception and administration of Unix servers / network infrastructure for local ISPs
- Designed and implemented several innovative e-commerce systems
- Gave talks and presentations on Open Source, Linux, TCP/IP

## EDUCATION

### MS Computer Science (Dipl. Informatik)

2000

University of Ulm, Germany

Focus on distributed systems, human computer interaction.  
Minor in media technology and media design.

### Postgraduate Certificate in Social Sciences Research Methods

2003

The Open University, Milton Keynes, UK

## LANGUAGES

- German (native speaker)
- English (fluent)
- French (basic knowledge)

## OTHER ACTIVITIES

### Community Network Ulm / Neu-Ulm

1996 – present

Ulm, Germany

- Charter member, set up and administrated the first network and server infrastructure
- Gave talks and trainings about Linux, TCP/IP, etc.