

# Charles-Henri Lison

[www.charleshenrilison.com](http://www.charleshenrilison.com)

I had my first computer at the age of 12, sold my first website at 17 and since then, I decided to design web applications that will make an impact. I have been doing this for more than a decade and I am still learning every day.

Here is what working together looks like; I start by listening to your objectives, list all assumptions, prototype some solutions and then run some activities with your customers in order for us to learn. There is a good chance that we will be sometimes wrong and that's great because we will use these learnings to refine or remove solutions until we meet your objectives and deliver value to your customers.

Feel free to request access to my portfolio: [charleshenrilison.com/portfolio](http://charleshenrilison.com/portfolio)

## Experience

### Senior UX Designer

Thomson Reuters, Melbourne - Australia (March 2017 - Present)

I am the first UX designer for Thomson Reuters Australia and I have the chance to work on a new online accounting practice suite named Onvio.

- Being part of a discovery team in an Agile environment
- Leading the UX practice in the discovery team (design and research)
- Conducting and leading design sprints as part of the discovery process
- Designing and communicating the UX vision for Onvio Tax Australia and Cleardocs
- Collaborating with a development team based in India and a local technical lead
- Working closely with product managers and the local business
- Collaborating with UX designers in 4 different countries

### Lead Experience Designer (2.5 years)

Symplicit, Melbourne - Australia (2014-2016)

I took pride in working with well known companies to help them conceiving first class design solutions. I loved being surrounded by collaborative and friendly designers on a daily basis, especially in a company that truly honours the design process.

- Collected and analysed user behaviour through lab studies and contextual inquiries
- Advocated research findings to diverse audiences through written reports and oral presentations
- Articulated design intent to the internal team and clients
- Facilitated workshop with clients broader team and executives
- Gained experience in collaborating effectively with other designers
- Explored all options when designing solutions
- Managed projects and client communication.

More on the second page.

### **UX Designer (9 months)**

Infoxchange, Melbourne - Australia (2013-2014)

I worked hard to implement a user-centred design process for a company that wants to create a fairer, more inclusive Australia. I was able to help people with a health challenge through an online solution.

- Researched and designed parts of an online health platform for the government of NSW
- Negotiated design solutions with a team of developers
- Helped other departments of Infoxchange wherever I could
- Learned to communicate with people from various discipline in the government sector.

### **Interaction Designer (2.5 years)**

Whispir, Melbourne - Australia (2011-2013)

I showed up everyday with a smile to make a significant difference in the way people communicate between government authorities and the community.

- Developed wire-framing and rapid prototyping of users interfaces
- Worked with product architects and designers to solution innovative designs
- Worked alongside business analysts and software engineers to develop software interfaces
- Coded a framework for the front end of the platform
- Produced marketing, user, and technical documentation
- Learned to push resistance and challenges to reach a goal.

### **Front End Developer (2.5 years)**

LWM, Paris - France (2009-2011)

I choose to work in the city of lights to understand how French people craft digital products for prestigious companies such as Kookai, Louis Vuitton and Societe Generale.

- Helped a French bank creating a better online communication in retail banking
- Initiated passion for front end development within the team
- Gained experience in managing tight deadlines and multiple projects.

## **Community**

Between 2014 and 2016, I did a lot of teaching at General Assembly and Tractor.

I explained what UX is, how to do user research and translate user insights into a digital solution.

## **Education**

BSc (Hon.), Computer Graphic Design (3 years) Belgium (2005-2008).  
Specialised in web product design, my thesis was focused on bridging the gap between citizens and their councils.

Certified Scrum Product Owner  
(Trained by Jeff Patton)

## **Skills**

Generative research  
Evaluative research

Translate user insights into a digital solution

Negotiate solutions with stakeholders

Axure, HTML/CSS/JS, Illustrator, Photoshop