Carl Klutzke, MS HCI
Human-Centered Product Designer + Analyst + Developer

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I guide cross-functional teams to create interactive solutions that empower humans, using:
- **Curiosity:** UX research, contextual inquiry, business analysis, data analysis, competitive research, regulatory research.
- **Collaboration:** Agile development, backlog management, documentation, leading meetings and workshops, building trust.
- **Prototyping:** Figma, Adobe XD, wireframes, mockups, test protocols & facilitation, data visualizations, usability, accessibility.
- **Tech Knowledge:** SQL, JavaScript/HTML/CSS, C#, Python, Git, Jira, Asana, Notion, MS Office, Google Workspace.

EXPERIENCE

Product Designer, Encamp: July 2022 – November 2022
- Researched and redesigned hazardous substance reporting process, improving compliance with complex EPA regulations.
- Automated a billing report for multi-facility clients, saving our company controller time every month.
- Helped other designers resolve design issues and improve our design system, resulting in a more cohesive UX.

Product Designer, 120Water: November 2020 – June 2022
- Developed requirements for lead water service line inventories, enabling a new product offering for the company.
- Designed a community heat map display of lead water service lines, so clients can focus replacement efforts in critical areas.
- Redesigned data upload process, allowing new client files to be onboarded in days instead of months.
- Posted daily Questions of the Day on Slack and organized weekly game lunches to engage remote colleagues with each other.

User Experience Designer (student volunteer), Schneider Geospatial and Arts for Lawrence: January 2019 – December 2019
- Designed an augmented reality app on the history of Fort Benjamin Harrison. Won a People's Choice award for capstone projects.

User Experience Designer (intern), Graspable Inc.: May 2019 – August 2019
- Researched, redesigned, and remote user tested a prototype in Adobe XD to streamline onboarding and reduce churn.

Front End Developer (intern), The Game Crafter: May 2018 – August 2018
- Built a proof-of-concept of a configurable store front in Vue.js + Bootstrap, to evaluate for a rebuild of the company website.

Senior Business Analyst, Simon Property Group: May 2010 – July 2017
- Replaced an expense reporting system for 5000 employees. Improved user experience and engagement while saving money.
- Launched a procurement system for 30 departments and 300 shopping malls. Improved plan compliance and reduced fraud.
- Transitioned manual lease workflows to Salesforce.com. Improved speed and visibility of the company's core business process.

Consulting Business Analyst, Fusion Alliance: May 2007 – May 2010
- Developed requirements for replacing Simon Property Group's lease workflow system. Applying UX techniques increased engagement and built trust with skeptical business stakeholders.

Senior Developer / Analyst, Covance (now Labcorp): March 2000 – May 2007
- Redesigned a clinical trials web portal, distilling actionable information from terabytes of data for 13,000 users.
- Designed and built a streamlined UI to enter ECG diagnostic codes via numeric keypad, increasing throughput.
- Re-engineered a clinical trials reporting system to increase throughput 200%. Improved usability, scalability, and compliance. Added transactional data processing to eliminate re-transmission of past data, improving efficiency for clients.
- Expanded local kit production to global distribution. Saved $.5M annually, improved output 81%, better quality, faster delivery.

Game Designer, freelance: Present
- Designed and published *Telepathic* cooperative tabletop game. Second-largest crowd sale in Game Crafter history.
- Designed and published *StoryCards Roleplaying Game*. Runner-up for Game of the Year at 2008 Indie RPG Awards.
- Developed *Poor Zefron's Almanac* interactive fiction digital game. Placed 7 out of 34 in 3rd Annual IF Competition.

EDUCATION

Master of Science in **Human-Computer Interaction**, IUPUI: January 2018 – December 2019. GPA: 4.0.
Bachelors of Arts in **Professional Writing** and **Creative Writing**, Purdue University.
freeCodeCamp Certifications: JavaScript Algorithms and Data Structures, Responsive Web Design

LEADERSHIP AND COMMUNITY INVOLVEMENT

Organizer, Indy TableTop Game Creators: 2014 – present.
- Organize monthly playtest meetups, leading to the publication of several games.
- Organize annual Protospiel Indy game design conventions, hosting 90 designers and playtesters over a 3-day weekend.

Member, Interaction Design Association (IxDA), Indianapolis: 2017 – present.

Vice President, Indiana User Experience Professionals Association: 2007 – 2020.
- Presented on *Don't Be Evil: The Lure of Dark Patterns* and *Remote Playtesting of Tabletop Games*.
- Co-organizer for Indiana World Usability Day.