

Quincy Gourguechon

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SUMMARY

A results-driven user experience lead, with comprehensive experience in digital project conception and design, prototyping, project management, and team management. Leverages excellent user research skills to translate business needs into innovative solutions for end-users. Employs excellent communication skills to develop and maintain solid relationships with stakeholders and to effectively communicate solutions.

WORK EXPERIENCE

Alight Solutions (formerly Aon Hewitt), Lincolnshire, Illinois

User Experience Architect

April 2003 – November 2020

- Oversaw web and mobile application projects from inception to delivery for Fortune 500 companies.
- Served as overall UX lead on redesign of company mobile application with \$11 million budget, preparing new transactions while establishing reusable components and defining clear standards used across application.
- Directed wide-ranging creative efforts on large-scale implementation of HR-based outsourcing web portal.
- Translated business requirements into innovative solutions for end-users.
- Liaised among business analysts to gather requirements necessary toward executing intuitive wireframes utilized for functional specifications, stakeholders' sign-off, and page development.
- Prepared deliverables, including user personas, user flows, and prototypes that demonstrated functionality of solutions.
- Presented and explained solutions to stakeholders and leadership, negotiating changes.
- Worked with designers, usability specialists and writers to prepare high-fidelity deliverables.
- Streamlined sales demo updates by providing offshore team with specification document, outlining HTML code and design changes that shortened demo availability by weeks.
- Collaborated with development to implement solutions, based on final UX hand-offs.
- Drove operational success by preparing user-centered design deliverables, including process flows, wireframes, configuration guides, and reports to streamline client processes.
- Demonstrated strong multitasking abilities toward collecting user personas and task analyses, along with preparing usability test wireframes, partnering with research, and presenting results and recommendations to stakeholders for further review.
- Created the information architecture, branding, and design of several content pages for Alight's Smart-Choice Accounts.

Hewitt Associates, Lincolnshire, Illinois

Interactive Project Manager

April 2001 – April 2003

- Steered large-scale HR outsourcing web-based portal activities for Fortune 500 companies.
- Oversaw top-performing staff of 24 analysts, writers, designers, usability specialists, and developers with conception-to-delivery process within user-centered design department.
- Prepared best-practice methodologies and continuous business solutions to align with strategic corporate objectives, end-user documentation, and QA testing procedures.
- Conducted comprehensive project-based financial management efforts to ensure targeted projects were delivered on time and within budget.
- Evaluated and negotiated cost-effective outsource work to vendors.
- Recruited, trained, and oversaw varied resources to guarantee high-quality project standards.

ADDITIONAL PROFESSIONAL EXPERIENCE

imc², Chicago, IL

Interactive Art Director

November 2000 – February 2001

Utilized superior recruiting proficiencies to build highly skilled creative team, instrumental in generating innovative concepts, executing complex designs, and completing projects on time and within budget. Presented design concepts to clientele. Oversaw delivery and profitability of interactive projects.

marchFIRST, Chicago, IL

Art Director

July 1999 – November 2000

JTC Advertising, Chicago, IL

Art Director

June 1996 – July 1999

Thomas P. Gohagan and Company, Chicago, IL

Graphic Designer

September 1994 – June 1996

EDUCATION

DePaul University

Bachelor of Arts, Graphic Design

SKILLS & AREAS OF EXPERTISE

- Sketch
- InVision
- Justinmind
- Adobe Photoshop
- Adobe Illustrator
- Adobe Dreamweaver
- Adobe Acrobat
- Miro
- MS Office
- HTML
- CSS
- JavaScript
- WCAG Accessibility
- JIRA
- Maestro