

EDWARD C STOJAKOVIC

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PROFESSIONAL SUMMARY

Creative digital innovator with extensive proven experience using user research methods. Strong technical and analytical interactive design skills with ability to build and manage teams of many disciplines.

EXPERIENCE

Manager, User Experience | July 2006 – June 2009

NAVTEQ, A Nokia Company | Chicago, Ill

- Own the consumer experience of the company's web properties
- Provide research, user and design requirements, design specification, production material and evaluation for redesigns of the corporate web site, the map feedback site, and the corporate web store
- Ensure consistency in brand and user experience in company's global web presence through design and experience standards
- Manage staff, multi-disciplinary teams and external design agency project resources
- Integrate measurement into all products including objective analytics and subjective survey and contextual interview techniques to ensure delivery on goals
- Extensive experience with online maps and related dynamic information (traffic, points-of-interest, etc.) including display, use and integration for B2C and B2B applications
- Created and managed corporate consumer ecommerce presence with ongoing research to meet sales and experience goals

Global Online Marketing Manager | September 2004 – July 2006

Aon Corporation | Chicago, Ill

- Delivered and maintained the global interactive marketing strategy as part of the Marketing & Communications organization
- Maintained company's international web presence that included 70+ countries and 20+ languages
- Provided sales prospects and targeting strategies via web, content and related services

Internet Project Manager | December 2001 – September 2004

Aon Corporation | Chicago, Ill

- Created and maintained the global corporate internet, intranet and extranet visual and interaction design standard and corresponding templates for the Marketing & Communications team
- Created business and user requirements for the development of various intranet tools
- Led the interaction design practice for Knowledge Management capacity

Information Architecture Manager | December 1999 – October 2001
Lante Corporation | Chicago, Ill

- Managed all aspects of user experience project sales and delivery for several large client projects
- Gathered, documented and validated user and business requirements
- Prototyped user-focused interactions
- Managed the company's Information Architecture discipline
- Worked closely with clients, system architects, program managers and executives to sell and deliver e-commerce projects in financial industries

Adjunct Professor | August 1999 – December 2001
Institute of Design | Chicago, Ill

- Instructor for graduate-level classes including "Introduction to Design" and innovation workshops

Director / Co-founder | August 1998 - December 1999
RadioWave.com | Chicago, Ill

- Created protocols and executed user research for all products
- Specified and managed all consumer user interfaces
- Created visual identity for all products
- Used various user-research based methods to evaluate concepts and production products
- Initiated collection and analysis of data from multiple sources to validate and support products
- Fostered relationships with engineering teams that became an effective and successful aspect of all product development

Senior Designer | October 1996 - August 1998
Motorola New Enterprises | Schaumburg, Ill

- Created functional prototypes and conducted usability research for product and service concepts that were used to create RadioWave Corporation
- Fostered the creation of RadioWave by building and managing outsourced technical components of infrastructure and products

Member of Technical Staff | June 1988 - August 1993
AT&T Network Systems | Newark, NJ and Lisle, Ill

- Liaison for AT&T's 5ESS® Digital Switch Product Engineering to ensure regional and national client satisfaction from product and technical support network
- Developed database tracking tools to continuously evaluate client expectations
- Addressed product support process issues with multi-disciplinary teams using quality methodologies

EDUCATION

Master of Design | May 1996

Institute of Design | Illinois Institute of Technology

- User-centered product-design program
- Focused on integrating ethnographic research as basis for generating and validating product/system innovations
- Thesis: Electronic Patient Record Data System for Mobile Physician Access

Bachelor of Electrical Engineering | May 1988

New Jersey Institute of Technology

Concentration: Electronic Communications and Statistics

SKILLS

- Design ethnography tools
- Digital and paper-based rapid-prototyping methods
- Software development methods
- Information structuring tools to model and shape user experiences
- Proficient in HTML, Adobe Photoshop, Illustrator; Dreamweaver, Visio, MS Office, Windows and Mac OS

US PATENTS:

US Patents

6,587,127 (Content player method and server with user profile)

6,349,329 (Coordinating delivery of supplemental materials with radio broadcast material)

Personal interests include Chicago history, architecture, running, literature, guitar, radio, photography, travel, craft/carpentry, and evaluating varieties of cheese fries.