

CHRISTOPHE DRAYTON

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SOFT SKILLS

Leadership. Mentorship. Hands-on. Inclusive culture.
Facilitation. Communication skills. Interpersonal skills.
Creative. Curious. Empathetic. Enthusiast.
Collaborative. Adaptable. Authentic. Honest.
Driven. Detail-oriented. Committed. Assertive.

HARD SKILLS

Executive Leadership. Strategic Direction.
Stakeholder engagement. Design
Workshops.

Project management. Project Planning.
Project scheduling. Agile frameworks. Cross-
functional teams. Process improvement.
Change management.

ML (MACHINE LEARNING). GENERATIVE AI.
GPT-4. BARD. MIDJOURNEY. RUNWAY ML.
HTML 5. CSS 3. Js. Python. PHP.

Figma. Sketch. Adobe Creative Suite.

User Experience. Interaction Design.

Human-Centered Design. Design thinking.

Service Design. Visual Design. UI Design.

UX Analysis. Usability Testing.

Responsive Design. Mobile UX.

Director of User Experience

Specialized in inclusive and ethical Human-Centered AI.

Accomplished UX Leader with over two decades of a proven track record in pioneering transformative initiatives and fostering inclusivity and excellence across public and private sectors. Expert in AI, Human-Centered, Visual Design, and Accessibility. Contributing writer at UX Collective. French. Polyglot. Machine Learning Whisperer.

MANAGEMENT EXPERIENCE / HANDS OFF

September 2023 – April 2024

SYMSOFT SOLUTIONS

UX Lead

Directed UX/UI design strategies for California State projects, implementing user-centric solutions to improve accessibility and usability across public sector platforms.

Spearheaded the innovative expansion of CAL FIRE's branding, significantly increasing brand awareness and engagement. | Public release: August 2024

Revitalized CCC's digital footprint, by strategically redesigning its website, amplifying online engagement and brand visibility. | Public release: July 2024

August 2022 – September 2024

BROOKLYN PUBLIC LIBRARY

UX Program Manager

Led the "Flex into UX" program, a collaborative effort with Brooklyn Public Library / CUNY, managing a committed team of 2 designers and 20 instructors and mentors to facilitate a no-cost UX Design educational pathway for underrepresented New Yorkers.

Featured by News 12, an awarded local news network, underscoring our program's local impact and relevance.

Received a commendation from NY Senator Roxanne Persaud, Chair of the Committee on Social Services, emphasizing our initiative's community value and effectiveness.

Awarded top honors in Round 9 of the BKLYN Incubator, showcasing our program's innovation and positive impact on the community.

DESIGN EXPERIENCE / HANDS ON

September 2014 – September 2023

2023

Sacramento, CA

Brooklyn, NY

THE ONE WHO

Chief Design Officer

Delivered high-impact UX consulting and project management for the private and public sectors, enhancing client brand value and generating insights for strategic improvements.

Elevated [One Kings Lane's homepage](#) Net Promoter Score (NPS) by 20 points.

Achieved a 15% decrease in bounce rate and a 20% increase in user satisfaction in [Museum of Tolerance](#).

Enhanced user accessibility and engagement on [Amazon AWS](#) navigational information architecture.

May 2018 - March 2020

2020

Brooklyn, NY

GILBERT CONSULTING GROUP

Creative Director Full Stack

Pioneered market leadership in Accessibility and Inclusive Design alongside [Reginé Gilbert](#).

Enhanced visitor inclusivity in the Accessibility implementation of the [Historic House of Trust of NY](#).

Influenced XR interface standards globally at the [2019 XR Access Group Symposium](#).

FACULTY EXPERIENCE

March 2021 – September 2023

2023

Brooklyn, NY

CITY UNIVERSITY OF NEW YORK

Lead UX Professor

Led the successful 8-week UX Micro-Credentials bootcamp, accredited by the NY Ever-Up CEO Job Council, which significantly improved students' career prospects, with many now employed as UX Designers at Google, IBM, Uber, Citi, and Accenture.

Pioneered a groundbreaking UX pilot program, which, based on its success, **evolved into a fully accredited Associate of Science UX Design concentration**.

Fostered innovation in curriculum design and instructional methods while **managing and implementing the UX Micro-Credentials and Design Works programs**.

Amplified student exposure to real-world applications by **developing partnerships** to provide impactful internship opportunities.

Achieved enhanced teaching standards and instructional quality through **dedicated mentoring of 6 faculty members**.

September 2019 – September 2023

2023

Brooklyn, NY

CITY UNIVERSITY OF NEW YORK

Visual & Human-Centered Design, Front-end Development Adjunct Professor

Directed an award-winning, transformative, tuition-free program designed to empower underserved and underrepresented students with essential UX Design skills, contributing to community upliftment and diversity in tech.

Achieved a 200% increase in program enrollment during the pandemic through **strategic marketing and program enhancements**.

Bolstered collaboration between designers and developers by developing and deploying the **Coding for Designers Curriculum**, focusing on practical front-end development skills for smoother project handoffs.

August 2023 – September 2023

UNIVERSITY OF PHOENIX

Curriculum Designer & Artificial Intelligence Subject Matter Expert

Designed a comprehensive curriculum on Introduction to Generative AI Tools in the Workplace, including blueprints and syllabi, and developed both formative and summative assessments, ensuring high-quality content delivery.

May 2019 – December 2021

2021

Brooklyn, NY

THINKFUL

Design & Web Development Mentor, Assessor

Mentored students across UX Design, Full Stack Development, and Engineering, providing guidance and support to enhance their skills and career prospects.

Established the Portfolio Design Sprint Program, enhancing graduate success by ensuring long-term mentorship with retained Design Mentors.

Directed a cross-functional initiative and developed the Portfolio Checklist for the UX/UI Immersion Curriculum, **subsequently adopted as a standard across all Thinkful programs** for its proven effectiveness.

CERTIFICATIONS

2023

Google - [Generative AI Learning Path](#)

UXcel - [Top 1% Verified Designer](#)

2022

Open AI - Prompt Engineering

Able Gamers Charity - [CAPXP Certified](#)

2020

LLM Application Development

Natural Language Processing