

Giovanni Raciti

Service Designer & Developer & Web Master - WordPress - Freelancing - UI & UX

Mascot NSW 2020

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WORK EXPERIENCE

Market Research Interviewer (Face to Face)

Roy Morgan - Sydney NSW -

April 2018 to Present

Designer & Owner

Raciti Designs -

January 1997 to Present

Service Designer & Developer & Web Master - WordPress - Freelancing

TGA Legal -

2017 to January 2018

Across research, strategy, design and agile delivery

- Experience in UX design across research, strategy, design and agile delivery.
- Knowledgeable about Design Thinking, Human Centered design and working in an agile/lean UX environment.
- Possess excellent interpersonal and communication skills with an enthusiastic, energetic approach to your work.
- Ability to build and maintain strong working relationships with your colleagues, clients and stakeholders.
- Ability to present/report your findings and solutions in engaging ways.
- Strong understanding of interaction design.

Desktop Publisher Graphic Designer

PwC / Williams Lea Tag -

June 2017 to December 2017

Partner

Rubik Financial Limited -

January 2015 to December 2016

Partner - CWX Collections and Receivables Management - Australian Govt & the Americas. Rubik is a leading technology company listed on the ASX that delivers innovative solutions to the wealth management, mortgage broking and banking segments within financial services both in Australia and internationally.

Service Designer & Developer - PwC

PwC -

July 2016 to September 2016

- Work across research, strategy, design and agile delivery. I am used to working in an agile environment, lean, user-centered design, cloud services, and continuous delivery approach to produce high quality user-centered digital services.
- Experience in UX design across research, strategy, design and agile delivery.
- Knowledgeable about Design Thinking, Human Centered design and working in an agile/lean UX environment.
- Possess excellent interpersonal and communication skills with an enthusiastic, energetic approach to your work.
- Ability to build and maintain strong working relationships with your colleagues, clients and stakeholders. I worked closely with 20 Business analysts & 20 Developer. I owned the relationship with all the Product and Service Owners to make meaningfully effect change in the iPower application.
- Ability to present/report your findings and solutions in engaging ways.
- Strong understanding of interaction design.
- Strong storytelling and influencing skills.

Designer

Print Media Group -

March 2016 to June 2016

UX Developer & Publisher - Australian Curriculum

ACARA -

January 2016 to February 2016

- Reporting Authority Department - Publishing National data collection and reporting; reporting educational information and accountability for the use of public resources for education as core reforms:

- I designed the graphics and built the roll out of the first digitalisation of the National Assessment Program (NAP) application on the mobile devices. The National Assessment Program is the measure through which governments, education authorities and over 9,000 schools can determine whether or not young Australians are meeting important educational outcomes. I worked with many stakeholders & staff within internal government departments within the ACARA. Using Microsoft Excel & Adobe Master Class suite. Large business environment and team of 200

Bootstrap Web UI & UX Developer

Com-Ops Limited -

June 2015 to December 2015

- Bootstrap UX UI Web Designer/Developer, MS Visual Studio, HTML5, Angular JS (Google Calendars & Charts), JS, PHP templates.
- When required develop personas or identify target persona characteristics
- Identify and design UX research study scenarios
- I am used to working in an agile environment, lean, user-centered design, cloud services, and continuous delivery approach to produce high quality user-centered digital services.

Senior Graphic Designer

Dymocks, Worldwide -

October 2014 to October 2014

Australia's leading bookseller for 135 years. I worked on Facebook marketing artwork, HTML EDMs of latest books on sale, in store Author's book signage and Halloween posters for over 200 stores, Christmas catalogues; deep-etching all the products including many stationary products such as Parker and Waterman pens. I was working with a group of 6 marketing staff.

Lecturer, Web UI & UX Design & Content Coordinator

Academy of Information Technology -

July 2013 to April 2014

- Subjects; 2D Animation, 2D Interactivity, Academic Cultures, Applied Graphic Design, Commercial Internet, Decoding Media, Design Principles, Digital Images, Digital Pathways, Foundation Internet, Presentation Skills, Publishing Media, Small Project Management, Development Project, Animation.
- Specialising in three disciplines: digital media, information technology, and business.
- Website Management (WordPress websites).

Graphic Designer

Health Projects International -

2014 to 2014

Health Projects International, Milsons Point - HPI specialises in the planning, design and commissioning of healthcare projects, such as hospitals, and in 2013-14 won projects in Saudi

Arabia, Singapore and Bahrain. HPI has exported its services to more than 20 countries since 2008.

- I was creating wireframes to build - screen designs, the structure and navigation of the product Architectural Planning software for clients like NSW Health. I was UAT testing and assess interactive of many range of application of products. I was building websites and application using Angular JS Front-end Development with Bootstrap libraries. I gained Javascript / jQuery / HTML5 / CSS3 development experience - while working on medical TAHPI applications. I applied bootstrap / angularJS / SASS technologies into the software web applications. Proven experience delivering and testing solution across multiple browsers and platforms. Knowledge of contemporary and cutting-edge web technologies and trends - Responsive approach.
- I am used to working in an agile environment, lean, user-centred design, cloud services, and continuous delivery approach to produce high quality user-centred digital services.

Creative Service Design Manager

Performance Incentives -

May 2013 to June 2013

- I was a design consultant - building Responsive Web Designs (RWD) Mobile Devices using wireframes, media queries for clients; Suzuki, Subaru & VW. I created flash games & converted them into HTML5 using Google Swiffy - able to view flash in both Apple & Samsung browser environments; cross browser CSS3.
- Performance Incentives is a full-service incentive marketing agency specialising in the design and implementation of innovative incentive programs, sales conferences and other performance improvement initiatives that unlock people's potential, change behaviours and improve business results.
- I was creating mobile device wireframes to build - screen designs, the structure and navigation of the product automotive software for clients like Audi, Subaru, and General Motors. I was UAT testing and assess interactive of many range of application of products. Small business environment.

Graphic Designer - Australian Curriculum, Assessment and Reporting Authority, ACARA

ACARA -

March 2013 to April 2013

I designed the graphics and built the roll out of the first digitalisation of the National Assessment Program (NAP) application on the mobile devices. The National Assessment Program is the measure through which governments, education authorities and over 9,000 schools can determine whether or not young Australians are meeting important educational outcomes. I worked with many stakeholders & staff within internal government departments within the ACARA. Using Microsoft Excel & Adobe Master Class suite. Large business environment and team of 200. Reporting status, issues and risks as required - to 10,000 schools, board of studies, CEO & the Department of Education - across the country.

Learning Product Executive Asia Pacific - SAI GLOBAL LIMITED (SAI) - ASX, Standards Australia International Global * Jun 2012 - Mar 2013

- I was building websites and application using Angular JS Front-end Development with Bootstrap libraries. I designed and coded/built an LMS Learning Management System (using IBM Kenexa technology) for SAI Global / Australian Standards International business - for SAI Global: Training & Improvement Solutions division. The LMS I introduced to the company - gave users workplace participants access to over 300 Training Courses online & optimizing web pages for the LSM build. This system was the first online & blending learning system in-place for the business; which included Quality Management, Occupational Health & Safety, Governance, Risk Management & Compliance, and Environmental Management. Major clients included WOOLWORTHS LIMITED and Coles. I was liaising with business partners in IBM Kenexa through Webex in the US. Hand coding advanced HTML, JavaScript XHTML, cross browser CSS, W3C WAI Web Accessibility Initiative - web standards to build an IBM Learning Management System. I worked many over 300 staff all round the world. I gained JavaScript / jQuery / HTML5 / CSS3 development experience. . I applied bootstrap / AngularJS / SASS technologies into the software web applications. Proven experience delivering and testing solution across multiple browsers and platforms. Knowledge of contemporary and cutting-edge web technologies and trends - Responsive approach.
- I was creating wireframes to build - screen designs, the structure and navigation of the product LCMS software for clients like WOW, Coles, NSW Govt, AFP. I was UAT testing and assess interactive of many range of application of learning products.
- "Architect" change in an effective manner as part of the overall design function - across many products at SAI.
- I am used to working in an agile environment, lean, user-centred design, cloud services, and continuous delivery approach to produce high quality user-centred digital services.

(Online Production Specialist) Team Leader

TELSTRA Corp / Sensis Digital -

October 2011 to June 2012

Managed a team of 30 staff members, multiple projects in a fast-paced, deadline-driven environment. Liaising with Telstra & Julia Ross Management, Telstra Stakeholders, Sales, Marketing & Customer Care staff & Clients. Customer Service focus role. Using Adobe & Microsoft tools. Proven experience delivering and testing solution across multiple browsers and platforms for Yellow Pages. Knowledge of contemporary and cutting-edge web technologies and trends - Responsive approach. Experience with working in an agile environment - iGen. SAP Reporting - providing staff performance to the Sensis Telstra Board.

Web Designer & Developer - Teachers Mutual Bank

Teachers Mutual Bank -

September 2011 to October 2011

Using Content Management System: Sitecore to build websites, EDMs: PeopleLogic / WebLogic to create email outs. Liaised with Management, Stakeholders, Sales, Marketing & Customer Care staff & Clients from various departments. Produced Flash banners, branding, poster designs, button designs, interface designs for internet, intranet & banking applications, sprite images i.e. iPhone mobile banking, internet banking for the Marketing & Communications depts. Using Adobe Photoshop, Design Skill/Graphic Artist capabilities, MS tools. Maintained a good working relationship and interaction with external online service partners and external agencies. Large business environment.

Studio Production Manager

Financial Planning Association of Australia Ltd -

August 2011 to September 2011

Typesetting advertisements, fliers, forms and other documents based on existing templates and design guidelines. Liaising with Management, Stakeholders, Sales, Marketing & Customer Care staff & Certified Financial Planners & Clients. Creating web tiles and email communications based on existing templates (they'll be provided with the wording/copy). Creating & updating websites using a Content Management System Citrix (it's a proprietary CMS but pretty standard in format). Using advanced JavaScript XHTML, CSS, W3C WAI Web Accessibility Initiative - web standards. Using Adobe graphic and MS web tools. Large business environment.

Mobile Interface Designer & Developer- ARISapp

Digitalinc. Inchcape -

March 2011 to March 2011

ARISapp, Digitalinc. Inchcape automotive brands, General Motors, Subaru, Audi, Chrysler - Mobile Apps / Mobile Device Applications.

Head of Design

Temenos Rubik -

January 2008 to February 2011

- I am used to working in an agile environment, lean, user-centred design, cloud services, and continuous delivery approach to produce high quality user-centred digital services.
- I worked in a cross-functional team environment and is involved in the development and support of front-end interfaces with a focus on the WebLogic and Teamsite platform among others. I gained Javascript / jQuery / HTML5 / CSS3 development experience. . I applied bootstrap / angularJS / SASS technologies into the software web applications. Proven experience delivering and testing solution across multiple browsers and platforms. Experience with working in a JIRA agile environment.
- I designed and developed User Interface Designs with an exceptional understanding of User Experience Principles coupled with a keen eye for great graphic/web design. Commercial exposure to large, complex Transactional style Websites and Web Applications. Essential skills: Web Applications development Ajax, cross browser CSS, CSS3, HTML, XML, JavaScript Strong understanding of computer/human interaction, Usability Concepts and User Interfaces Wireframes; Axure production ability to translate wireframes into GUI Strong Graphic and Web Design Skills Ability to work with Style Guides Creation of prototypes Banking and Finance experience and Agency Environment experience, User interface management systems. Worked within established web application frameworks to develop, maintain and support dynamic, user friendly web sites, applications and services; Worked with a wide range of common web technologies, servers and hosts;
- Using SugarCRM & Salesforce within the Rubik Marketing & Sales Department over a three year period. Liaising with Management, Stakeholders, Sales, Marketing & Customer Care staff & B2B, B2C, up to 400 Clients. GUI design and implementation, GUI software design implementation, GUI Graphic Designer/Developer - Investment Banking, design, development and implementation of

online banking UI development activities. Creating new GUI screens for different productions like - SPX - bulk payments, CWX Collections and Receivables management, Rubik hosted T24 from Temenos, NextBank - Mobile Banking for Nokia & i-phones and Internet Banking software systems for a number of banks, credit unions and building societies i.e. Greater Building Society's world-class Internet Banking system. Graphic Designed for the Sales team at Rubik.

- Created PDFs for Request for Client Proposals, Newsletters, Business Cards, Cover & Rubik Annual Reports, Photos for Annual Report, Conference Invitation, Christmas Party Invitation, Ad for AM Institute, Security Posters, PDF - Sales support pack, DVD labels for our RUBIK 2009 ANNUAL CONFERENCE, Voucher Templates, Christmas Party e-Invite, Posters for ABACUS, RUBIK STYLE GUIDE, Format for Brochures, Flyers & eFlyers. Developed, uploaded and managed website content and worked closely with IT and Direct Customer Experience in delivering platform enhancing initiatives. Developed and delivered a roadmap that delivered a superior online user experience by helping to formulate the functionality, interaction design, organisational structure, navigation, user path flow and design of websites and applications. Large business environment and team of 100. Using Adobe & MS tool for PCs & Apple environments.
- I was creating wireframes to build - screen designs, the structure and navigation of the product banking and documentation keeping software for 400 clients like Telstra, ING, Police & Nurses, NSW Fire brigade. I was UAT testing and assess interactive of many range of application of products. It was a joy receiving a Deloitte fast 50 award for producing the Greater Building Society Banking application which comedian Jerry Seinfeld help promote.
- Proven experience developing accessible and responsive code conforming to current web standards (including W3C, WAI, WCAG) and search engine optimised. - Through the various banking apps & websites I products after 2011. Now working on CWX sales on weekends. I've kept a great relationship with Rubik. Proven experience working with WebLogic service applications. Knowledge of contemporary and cutting-edge web technologies and trends - Responsive approach.
- Reporting status, issues and risks as required.

Multimedia Lecturer & Multimedia Course Coordinator

Central Queensland University -

January 2004 to December 2008

Lectured in University courses in Dynamic Web Interfaces, New Media Histories and Practices, Introduction to Multimedia, Web Design and Development, Design Perspectives, Multimedia Design. Liaised with over 100 staff members & hundreds students. I managed/ co-ordinated a multinational university; seven lecturers from Fiji, Singapore, across Australia & their students around the APAC region.

Designer

Mobile Messenger -

July 2007 to February 2008

- Worked on the Mobile Messenger gateway which was a flexible, robust messaging tool that enables integration of mobile messaging with existing systems and applications, such as websites, CRM systems, email services, finance and billing systems. I was one of eleven members in 'The MEP Team' (Mobile Entertainment Platform). Liaised with Management, Stakeholders, Sales, Marketing & Customer Care staff & Clients & all the main telecommunication carriers.

Knowledge of wireframe development and experience using tool: Wireframes; Axure. Using languages XHTML, cross browser CSS, & W3C WAI Web Accessibility Initiative - web standards. Advanced JavaScript skills. Using Adobe graphic and MS web tools. Large business environment and team of 100.

- I was creating wireframes to build - screen designs, the structure and navigation of the product Mobile Entertainment Platform software. I was UAT testing and assess interactive of many range of application of products. Proven experience delivering and testing solution across multiple browsers and platforms. Experience with working in a JIRA agile environment.

Multimedia Lead Lecturer

Sydney TAFE -

January 2004 to December 2007

Teaching Dynamic Web Interfaces, New Media Histories and Practices, Introduction to Multimedia, Web Design and Development, Design Perspectives, Multimedia Design courses for hundreds of students. Training & using all Adobe & Macromedia tools to produce programs. Working within an Apple OS environment. The Largest NSW State Government RTO business environment.

Manager Web Projects-GE Consumer Level

GE Consumer Level 3 -

March 2007 to April 2007

- Managed & created web projects using MS and Adobe tools in a PCs environment for GE General Electric Consumer Finance. Liaised with Store Management, Stakeholders; was a joint venture with YBR & GE, Sales, Marketing & Customer Care staff & Clients. Large business environment and team of 1000 plus. Forbes ranked GE that year - 4th in the fortune 500.

- Creating Flash vector graphics, GIF animations for Wizard AFL (Collingwood Football Club - The Premiership Winners of 2010) - NRL - State of Origin - promotions and footy tipping for 2007. Graphic Designs - Flash screensaver for Wizard kiosks. Liaised with Store Management, Stakeholders, Sales, Marketing & Customer Care staff & Clients. Proven ability to build consensus and work effectively within a cross-departmental team. Large business environment and team of 1000 plus. It was a great opportunity to work for Mark Bouris. It was a great fun and warm team to work for.

Flash Front-End Developer

Australian Government, Department of Defence -

October 2006 to December 2006

Creating classified top secret Vector Graphics, Animations, Interactives, learning systems, Graphic Designs - Packaging for CD and DVD ROMs on PCs, using MS and Adobe tools. Liaising with Defence Personnel. Large business environment.

Graphic & Multimedia Design Teacher

Central Queensland University -

January 2004 to December 2004

Teaching Graphic design & Advertising courses for hundreds of students. I worked for the international Study Group business. Training & using all Adobe & Macromedia tools to produce programs. Working within an Apple OS environment.

Graphic Design Teacher

Martin College -

January 2002 to December 2004

Teaching Graphic design & Advertising courses for hundreds of students. I worked for the world's largest international Study Group business. Training & using all Adobe & Macromedia tools to produce programs. Working within an Apple OS environment.

Web Designer & Developer (Senior Management)

Planning NSW Govt Department -

September 2001 to May 2002

Created PDFs maps of the Sydney water catchment that covered 19 local government bodies. I produced an online public websites full of State services documentations to help inform the Department of Planning NSW as well as other State Government agencies for former Deputy Premier of New South Wales Dr Andrew Refshauge. Liaised with State Government Management, All NSW state & local Government Stakeholders, Sales, Marketing & Customer Care staff & Clients. Using Adobe, Macromedia & Microsoft tools using PCs. Large business environment and team of 1000 plus.

Graphic Designer

Audi Australia / Hyundai -

August 2001 to September 2001

I designed and coded/built and maintained the Astre German Automotive Group (Audi & Hyundai) in HOMEBUSH BAY. Liaised with Management, Stakeholders, Sales, Marketing & Customer Care staff & Clients. Used Macromedia, Adobe, Microsoft tools & PCs. Large business environment.

Senior New Media Manager (Senior Management)

The Shop International / Ibiza -

November 2000 to March 2001

Sales, Marketing & Customer Care

Big Island International / The Shop - Sydney NSW -

February 2001 to February 2001

Sydney - Feb 2001, Kahlua, FOSTER'S GROUP LIMITED (FGL), and The Shop Ibiza. I was liaising with Store Management, Stakeholders, Sales, Marketing & Customer Care staff & B2B & B2C Clients. I was using Adobe, Macromedia tools & MS Front Page using PCs to build the website. I made many flash animations - introduction movies before entering the main home page. Small

business environment and team of 5. We teamed up with Big Island International Advertising agency with a few projects including clients Unilever. Large business environment.

Internet Manager and Developer (Senior Management)

ZOO Communications Group -

March 2000 to October 2000

I designed and coded/built many websites for B2B clients: Australian Posters, Taxi Media, Gateway Computers, hop-on.com, Park Hyatt Sydney, PKL Personnel, and Victoria Cross Bar. I liaised with Store Management, Stakeholders, Sales, Marketing & Customer Care staff & Clients. Many B2B & B2C clients meet and greets. I was using Adobe, Macromedia tools & MS Front Page using PCs to build the website. I made many flash animations - introduction movies before entering the main home page. Medium business environment.

Web Page Designer & Programmer (Management)

Chapple CD Labs Pty Ltd -

June 1999 to October 1999

Built & maintain the Chapple CD Labs website. I was liaising with the owner & the sales manager. I was using Adobe, Macromedia tools & MS Front Page using PCs to build the website. This experience was an internship through Swinburne University - Multimedia studies. I was working for B2B & B2C clients TDK, JVC & Orica. Small business environment.

EDUCATION

Graduate Diploma in Design

University of Technology - Sydney NSW

2007

Graduate Certificate in Design & Technology

University of Technology - Sydney NSW

2004

Graduate Certificate of Arts in Applied Media

Swinburne University of Technology

2000

Bachelor of Arts

Monash University - Monash SA

1997

LINKS

<http://userscreens.com>

<https://www.behance.net/JohnRaciti>

ADDITIONAL INFORMATION

Raciti Designs an Australian-based digital media design service worldwide, creative professional that specialise in digital design for Web and Apps. Industries we design & develop capabilities to: Agribusiness, Asset & Wealth Management, Banking and Capital Markets, Construction & Transportation, Defence, Education, Energy (Oil & Gas), Entertainment & Media, Financial Services, Government, Healthcare, Infrastructure, Insurance, Mining, Power & Utilities, Real Estate, Retail & Consumer, Superannuation, Technology.

<http://userscreens.com>