



## RESUME

web development – usability – UX engineering – interaction design

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## ABSTRACT

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Jordi Sánchez is an **Information Systems Engineer** and **Master in Human-Computer Interaction**. His main interest is the relationship between people using computers, designers creating interfaces, and developers implementing them.

Currently he works as a **web developer** at **Juniper Consulting** inside the **travel market, both B2B and B2C**. Previously he has worked as a **freelance in UX**, usability projects, as well as a **web developer and designer** for **EF Education First**. He has also worked at the Institute of Computer Technology (ITI) in Valencia, Spain, as a **Project Leader** on projects related to **software usability and accessibility**; he previously worked at "SA NOSTRA", the Balearic Islands **savings bank**.

- ⇒ As a **developer** he has experience with multiple environments and languages (especially but not only frontend): HTML/CSS; JavaScript/jQuery/JS frameworks; PHP; etc.; as well as tools (version control, IDEs, ...). He also knows CMS like Drupal, Joomla!, WordPress or Sitecore, as well as PrestaShop for e-commerce. He has published **some personal projects at GitHub** using .NET, Vue.js, React, Python/Django, Java SpringBoot, Angular, etc.
- ⇒ As a **UX/usability specialist** he has managed and performed projects including usability evaluations and accessibility evaluations; usability user tests; prototyping; use cases and personas; etc. For his master thesis he created **UX manager**, a tool to integrate different UX techniques which is also the source for a **compilation of UX heuristics**.
- ⇒ As a **researcher**, he has published articles in magazines like *UX Magazine* and *No Solo Usabilidad*, and he has participated in different congresses, courses and dissemination activities. He occasionally writes on his personal web page [jordisan.net](http://jordisan.net)



## EDUCATION

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September 2012, **Master's Degree in Human-Computer Interaction** from Lleida University, with master thesis '*UCDmanager: towards a real User-Centered Design*'; qualification: 9 (excellent).

May 2006, **Information Systems Engineering** from University of the Balearic Islands (UIB), after submitting final project '*Análisis de accesos a un servidor web de contenidos dinámicos* (Analysis of accesses to a dynamic contents web server)'; qualification: 9 (excellent).

### Previously

1994, Degree in Computer Science, University of the Balearic Islands (UIB).

1991, University entrance examination; qualification: 7,525.

1990, Secondary Education Degree, Instituto "Virgen de San Salvador", Felanitx.

## WORK EXPERIENCE

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**May 2017-currently**, senior web developer at **Juniper Consulting** inside travel market (both B2B and B2C) using .NET and other web technologies.

**Jan 2012-Apr 2017**, jobs as **freelance**, including: regular tasks as a frontend developer for **EF Education First** and **HULT International Business School**; analysis and development of **La Morenita**, a full **e-commerce** website based on **PrestaShop**; **teacher** of a **UX course** at **Juniper**; **teacher** in a course of **introduction to web design using HTML and CSS** in **PalmaActiva**; and **UX/usability** consultancy.

**May 2009-Dec 2011**, **Project Leader in Usability and Accessibility** at the Software Engineering and Quality Area of **Instituto Tecnológico de Informática (ITI)** in Valencia, Spain.

**2007-May 2009**, **researcher** of the SQUaC (Software Quality, Usability and Certification) group at the Instituto Tecnológico de Informática (ITI).

**1997-2007**, employee at **"SA NOSTRA" Caixa de Balears** in different IT departments. Intranet management and developments; web and transactional developments.

### Previously

1996-1997, intern of UIB (University of the Balearic Islands) at "SA NOSTRA" Caixa de Balears.

November 1995 - January 1996, teacher of a Computer Science module in Instituto Balear de Nuevas Profesiones.

Temporary private tutoring for 5 years, for kids between 8-18 years old.



## LANGUAGES

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Spanish (native language); Catalan (fluent).

**English** written and spoken (Cambridge Certificate in Advanced English, level C2).

## QUALIFICATIONS

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**User Experience (UX), Usability, Accessibility and User Centered Design techniques and tools:** heuristic evaluations, accessibility evaluations, user testing, prototyping, etc.

**Web standards** and technologies: HTML, JavaScript, JS frameworks, XML, CSS, etc.

**Development of Windows** applications: winner of [Windows 8 Summer Camp](#) (Palma de Mallorca, July 2012) with '[Menéame](#)' application for Windows 8.

Advanced knowledge of **Content Management Systems (CMS):** Drupal, Sitecore, Joomla!, Wordpress, etc. Also **Prestashop** as e-commerce platform.

**Software quality** experience: usability and accessibility; software testing.

### Other

June 2008: Course 'The web and its psychology. Usability factors' (Centro de Formación Permanente at the UPV).

February 2007: Web Accessibility and Usability course. CTIC foundation (W3C office in Spain).

March 2006: Specialization Course in Usability Methodologies organized by Ainda.info and Evolucy.

Web applications (Internet and Intranet) using Lotus Notes Domino; some of them:

- Participation in the development and maintenance of public web site of "SA NOSTRA" (<http://www.sanostra.es>)
- Creation of the electronic organization directory at "SA NOSTRA" Intranet

Use of Macromedia web tools: Dreamweaver, Flash.

Participation in the maintenance of electronic banking of "SA NOSTRA" (<http://www.sanostra.net>)

Development of Java/J2EE applications using different tools: Visual Age; Eclipse; etc.

Advanced knowledge and development of Microsoft Access applications.

Advanced knowledge of office applications: text processing, spreadsheets, databases, email, etc.

Experience in several development environments: Adabas, Natural, Oracle.



## PAPERS AND CONGRESSES

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Jordi Sánchez. **Psychological Usability Heuristics**. UX Magazine, September 2011.

Jordi Sánchez. **In search of User-Centered Design (UCD): definitions, techniques and a proposal**. No Solo Usabilidad, nº 10, 2011. ISSN: 1886-8592

Jorge Sánchez Sánchez, Rosa M. Gil Iranzo, Marta Oliva Solé. **Towards an integrated tool for a real user-centered design**. Lectures in the XI International Congress of Human Computer Interaction (*Interacción 2010*), in Tercer Congreso Español de Informática (CEDI 2010). ISBN: 978-84-92812-52-3. Valencia, Spain, September 2010.

### Other

Jordi Sánchez. **USABILITY, UX AND ACCESIBILITY: what they are and why should I worry about them**. Speech at PalmaActiva (Palma de Mallorca, March 2013).

Jordi Sánchez. **The UX (Unemployed eXperience) of UX**. Speech at UX Spain 2012 (Salamanca, Spain).

Jordi Sánchez. **The \$300 million button. What is usability, and why should I worry about it**. Speech at VLCTESTING 2011 (Valencia, Spain).

Jordi Sánchez. **Is Joomla! usable?** Speech at Joomla! Day 2010 (Valencia, Spain).

Jorge Sánchez, Tanja E.J. Vos. **WEB ACCESSIBILITY: a glance to three public web sites in Spain**. Reicis (X JICS special issue) vol 4, n. 2. ATI (Asociación de Técnicos en Informática), 2008. ISSN 1885-4486.

T.E.J. Vos, Jorge Sánchez, Maximiliano Mannise. **Size Does Matter in Process Improvement**. Testing Experience, n.3. Díaz und Hilterscheid Unternehmensberatung GmbH, 2008. ISSN 1866-5705.

Mannise, M.; Sánchez, J.; Vos, T. **Improving testing in SME. How to start?** JTS2008 proceedings, UPV editorial, 2008. ISBN 978-84-8363-271-0.

Jordi Sánchez. **Accesibilidad web: principios, mitos y algunos ejemplos prácticos (Web accessibility: principles, myths and some practical examples)**. Speech at Expo:QA 2007.

Sánchez, J.; Vos, T. **Recetas para el Diseño de Casos de Testeo (Recipes for test-case design)**. JTS2007 Proceedings, UPV editorial, 2007. ISBN 978-84-8363-166-9.

## OTHER INTERESTS

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Participation and knowledge of several social networks.

Articles in personal website [jordisan.net](http://jordisan.net).

Driving license.