

SUMMARY

User-experience professional with expertise in software design, online user assistance, and usability testing, seeking a consulting or contracting position in the East Bay, Marin, or San Francisco. My diverse skills include:

- **Analysis, innovation, design, and follow-through**
- **Continuous improvement** of deliverables **through customer feedback**
- **People management:** directing a department, leading a team
- **Establishing company-wide processes** and achieving compliance
- **Resource scheduling** for multiple ongoing projects
- **Global outsourcing: working with distributed teams**
- **Public speaking:** A top-rated speaker at the annual international Online Help Conference

WORK HISTORY

XXXX., San Ramon, CA

Manager, User Experience

2006 – 2007

Facilitated requirements-gathering meeting with client and, working directly with a developer, created wireframes for a web application to track medication, diet, and exercise regimens for a diabetes study. Usability was extremely important as many users had only low-to-moderate computer experience. Also wrote User Guide and Administrator Guide for this project. Worked with developers to design wireframes for two other web applications, and provided extensive usability improvements for an existing web-site template.

XXXX, San Leandro, CA

Director of Technical Communications

1996 – 2005

Directed the work of 16 technical communicators at XXXX, including two managers. Led the design, quality, and scheduling of all deliverables, which included GUI design specifications for thick-client and web-based applications, usability testing, and online user assistance. Defined and implemented a company-wide User-Interface Style Guide, and set up a code-sharing process between developers.

- Introduced Usability Engineering, a methodology to build in software usability up-front in a methodical and measurable way, based on user scenarios.
- Oversaw GUI design prototyping for a number of simultaneous software projects.
- Organized usability testing of thick-client and web-based applications, online help systems, online API guides, and server installation guides. Refocusing the team's tight resources to address the findings resulted in increased customer acceptance.
- Led the definition and creation of templates for GUI specifications, online help, installation guides, and reference manuals to ensure best practices.
- Mentored the managers of the sub-teams in site visits, surveys, and usability testing, which they then used to improve customer acceptance of their deliverables.
- Designed a "resource-allocation worksheet" to easily track resources on all projects for all three teams, enabling quick reallocation of resources due to project-schedule changes.

Team Leader/Manager, End-User Technical Communications

1987 – 1996

- Turned six 'solo' writers into a close-knit team to collaborate on multiple long-term projects.
- Designed and introduced customer surveys. Using the team's muscle, phoned 50 end-users of XXXX, a chemical-drawing and database application. Based on customer feedback, changed to task-oriented documentation that was subsequently well received.

EDUCATION

- B.Sc. (Hons.), Hull University, UK, Mathematics & Psychology
- Graduate Certificate in Education, Exeter University, UK, Education and Teaching

PRESENTATIONS

- *Testing Browser-Based Embedded-Help Systems*, Online-Help Conf., Santa Clara, 2001
- *Using a Wizard to Display Help*, Online-Help Conference, Seattle, 1998
- *Usability Testing Online Help*, Online-Help Conference, Seattle, 1997
- *Audience Analysis: A Crucial First Step*, Online-Help Conference, Seattle, 1995

PAPERS

- "If we build it, will they come? A usability test of two browser-based embedded-help systems", *Technical Communication*, May 2002
- "Fear and Loathing of the Help Menu: A Usability Test of Online Help," *Technical Communication*, May 1998

AWARDS

- Society for Technical Communication (STC), Frank R. Smith *Outstanding Journal Article Award* for Distinguished Technical Communication, 2002
- XXXX, Inc., *Continuous-Improvement Award*, 1998
- STC, Technical Publications Competition, *Achievement award*, 1993
- STC, Technical Publications Competition, *Achievement award*, 1991

PROFESSIONAL DEVELOPMENT AND TRAINING

- Field Studies, Gomoll, Cooper, 2005
- Non-Defensive Communication, Ellison, 2003
- User Interface West Conference, User Interface Engineering, 1998, 2002
- Building Usable Web Sites, User Interface Engineering, 1997
- Information-Driven GUI Design, Bowie Engineering, 1996