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## PROFESSIONAL CAPABILITIES

- User experience requirements gathering and specification
- Interaction design, prototyping, wire framing and design specification
- User experience research methodologies for all phases of development including ethnographic research, usability testing, heuristic evaluation, surveys, journal studies and more
- Creating unique or novel studies to answer research questions, data collection and statistical analysis

## PROFESSIONAL EXPERIENCE

### **Usability Consultant, Sage Research & Design** (6/96-5/00, 5/01-present), Boulder, CO

- Independent consultant specializing in user research and user centered design techniques spanning the entire product development cycle.
- Client list includes Dell, Netscape Communications, Sun Microsystems, Macromedia, Compaq Computer Corp., Old Navy (Gap, Inc.), and CNET.

### **Senior Usability Engineer, Macromedia Inc.** (5/00-5/01), Redwood Shores, CA

- Helped the usability group get established, grow and become fully integrated with the product teams at Macromedia.

### **HCI Research Specialist, Claris Corporation** (9/93-6/96), Santa Clara, CA

- Was sole manager of user research and usability testing for all Claris domestic and international products built for both Macintosh and Windows platforms.

### **Acting Manager, Interface Design Group, Claris Corporation.** (7/95-10/95), Santa Clara, CA

- Managed the seven-person Interface Design Group comprised of interface designers, visual designers, and user research specialists through a difficult time of change at Claris.

### **User Interface Engineer, GO Corporation** (5/93-8/93), Foster City, CA

- Worked as a member of a small User Interface Design group responsible for designing and testing the interface for PenPoint, an operating system for mobile, pen-based communication devices.

### **Human Factors Psychologist, Compaq Computer Corporation** (5/91-10/91), Houston, TX

- Conducted a series of studies to investigate the optimal method for teaching users through interface design how to navigate through a windows-based environment using only the keyboard for input. Recommendations resulting from these studies were implemented into all Compaq software products.

### **Associate Engineer, Lockheed Engineering & Sciences** (6/90-5/91), Houston, TX

- Studied various methods for displaying medical procedures online. Results of this study were to lead to interface guidelines for the Space Station Freedom's Health Maintenance Facility.
- Helped initiate a study to find how complex system operators' knowledge changes with expertise.

### **Usability Lab Intern, IBM Corporation** (6/89-8/89), Roanoke, TX

- Assisted in all phases of conducting usability studies on to-be-released software including the presentation of results and suggestions for interface improvement to department representatives.

**EDUCATION**

**Ph.D.** - Experimental Psychology, specializing in Human-Computer Interaction, Rice University, May 1993

**M.S.** - Experimental Psychology, Rice University, May 1991

**B.A.** - Psychology, Gustavus Adolphus College, May 1988

**RESEARCH ACCOMPLISHMENTS**

- Presented multiple lectures, posters and workshop at Usability Professionals Associations (UPA) annual conference, CHI conference, the Aerospace Medical Association, and Human Factors Annual Meeting
- Contributed to a field testing book: Field Testing Casebook for Software Design by D. Wixon & J. Ramey (Eds.), NY: John Wiley & Sons.
- Articles published in the Journal of Man-Machine Studies and Human Factors Society Bulletin