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PROFESSIONAL CAPABILITIES

- Effective in multiple roles, including individual contributor, team player, and project manager.
- Quick learner and skilled researcher.
- Understanding leader with experience managing in all directions within organizations.
- Excellent presentation and communication skills, both written and verbal.
- Efficient, organized, and detail-oriented.

PROFESSIONAL EXPERIENCE

Usability Experience Consultant (2004-present)

- As a part-time consultant, reviewed products and proposed usability improvements for web applications and products, including network management, medical publications, and physical devices.
- Consulted and sub-contracted for the following clients
 - Mo-DV, <http://www.mo-dv.com>
 - Cambridge Consultants, LLC, <http://www.camconsultants.com>
 - Illustro Systems, <http://www.illustro.com>
 - Sage Research and Design, <http://www.sage-research.com>
 - Sölhaug Grafik, <http://www.sgrafik.com>
 - High Wire Press, <http://www.highwire.stanford.edu>
 - Yellowpages.com, <http://www.yellowpages.com>

Special Needs Advocate Volunteer (2000-present)

- Researched treatments, resources, and legal rights for children with developmental delays. Coordinated case management for therapies. Presented at and organized conferences for 100+ participants. Advised other parents on advocacy. Created and facilitated support group for parents and professionals. Represented special education on Palo Alto PTA Council

Usability Designer, MyCFO (2000)

- Directed usability efforts to measure and improve customer satisfaction in multiple cross-departmental roles as Infoseek progressed from a startup, to a public company, through its transition to Go.com.
- Designed UI interaction, navigation, graphics, context-dependent search, directory, and prototyping for consistency and usability.
- Designed and implemented HTML for Infoseek search UI on Netscape's search tab.
- Developed user, task and competitive product analyses and conducted usability tests for search, directory, portal, personalization, and partnership sites.
- Budgeted, hired and managed usability team of 5 people.
- As a producer and project manager, facilitated communication across groups including Engineering, Marketing, and Sales. Wrote product requirement documents. Produced design and content for E-commerce, Community, Local, portal channels.
- Reviewed contract proposals for co-branded affiliate sites including ABCNEWS.com and ESPN.com.

Principal Engineer, Lotus Development and IBM (1993-1996)

- Created and managed usability group and lab at cc:Mail.
- Coordinated task and usability analysis for cc:Mail across operating systems.
- Tested, designed, and implemented portions of the user interface for the Web.
- Analyzed competitive products and conducted usability testing for mobile product, administration utilities, and Lotus Notes.
- Produced usability reports and video demonstrations.
- Specified cross-platform UI design, functional enhancements, and new feature definition.
- Designed and maintained system to track usability issues and resolutions.

Software Engineer, Digital Equipment Corp. (1986-1993)

- Designed sample software VCR for Xmedia, on Motif Unix.
- Determined usability metrics based on user and task analysis.
- Designed recommendations for multimedia authoring, CD-Rom, and ISDN telephony.
- Developed UI for a spreadsheet on DECwindows.
- Organized product integration,, internationalization, UI consistency, and usability efforts and contributed to the UI style guide.
- Designed UI for database. Developed spreadsheet file format translator
- Designed and conducted usability studies of PenPoint which were used to make design recommendations.

EDUCATION

M.S. - Computer Science, Virginia Polytechnic Institute & State University, 1992

B.S. - Math and Computer Science , University of Illinois, Urbana-Champaign, 1986

RESEARCH ACCOMPLISHMENTS

- Presentations at various professional meetings and conferences including Human Factors in Computing Systems Annual Conference, INTERCHI'93, Human Factors Society, and Computer Human Interaction (CHI) Society.
- Course taught through the University of California, Berkeley Extension.
- Workshops taught at Computer Human Interaction (CHI) conferences, and Conference on X Windows and Distributed Computing.