

## PROFILE

*Designing, Prototyping & Usability testing* are my passions — building the best solutions for my customers and breaking down communication barriers across the product team.

## EXPERIENCE

### **UX Consultant, MBO Partners, Durham, NC : 2016 - 2017**

- Designed and implemented the mother of all healthcare prototypes to foster 5 year vision of customer needs
- Attended 24+ usability studies in clinical context to fully understand needs multiple product requirements

### **Sr UX Consultant, RoleModel Software, Holly Springs, NC : 2012 - 2015**

- Successfully managed 3 different new projects in 3 different industries while being lead UX designer
- Performed user research field studies for 2 new projects to win contacts & completed design for final products

### **Lead User Experience Engineer, Thomson Reuters, Durham, NC : 2011**

- Ran usability tests with 12 different customers before development began on project
- Created 3 different high fidelity prototypes within 1 month for usability testing at customer conference
- Proposed UX portal to solve communication issues between UX, BA's, PM's and external customers
- Developed new tool to generate 12 customer graphical reports which won multi-million dollar contact

### **Software Developer 4, SAS Institute Inc, Cary, NC : 2007- 2010**

- One of first to implement customer solution using Adobe Flex 3
- Created 2D and 3D planogram viewer for Retail Space Planning
- Added interactive geocoding for address validation when submitting HMDA/CRA loans to FFIEC

### **Usability Consultant, Glaxo Smith Kline (GSK), Durham, NC : 2006**

- Automated manual process and reduced time from 4 hrs. weekly to <15 min. for 20+ biologists
- Worked on agile XP team as designer and developer through 4 production releases in 7 months
- Collaborated with business owner to run usability tests to continually improve design

### **User Interface Designer, Capital Group Companies, San Antonio, TX : 2004 - 2006**

- Completely redesigned knowledge management content system according to usability test findings
- Worked on over 15 enhancements in final 6 months with 10 different developers for ~2000 users
- Introduced working set of 5 Personas for Business Analysts, Developers, Testers and Managers
- Evaluated software solution for training department to save \$1000 per class room

### **Software Developer IV, SAS Institute Inc, Cary, NC : 2002 - 2004**

- Created first release of an enterprise Business Intelligence query and reporting web application
- Wrote fully functional prototype of OLAP tables to verify design in usability tests
- Worked with UI designers and graphic artist to maximize visual appeal of product for ease of use

### **GUI Architect, Fujitsu Network Communications, Raleigh, NC : 1999 - 2001**

- Eliminated usability problems in editor application by complete redesign using customer feedback
- Created UI guidelines for product to ensure application consistency & ease learning curve for customers
- Reduced multisite communication problems after being assigned as technical lead for GUI

### **Sr Software Engineer, Engineous Software Inc, Raleigh, NC : 1999 - 2001**

- Designed file processing utility using direct customer feedback from usability tests & paper prototype
- Designed and implemented GUI framework which reduced code duplication & development costs
- Integrated unit and regression testing into development process to improve product quality

### **Miscellaneous : before 1999**

- GUI Architect for 3D geologic reservoir modeling software for 6 years @ Landmark Graphics Corp
- Technical representative for Oil & Gas marketing department for 1 year @ IBM
- Managed seismic processing system for R&D department for 2 years @ ARAMCO, Saudi Arabia
- Led automated regression testing effort for 2 years @ Cogniseis Development Corp

## EDUCATION

**Virginia Tech**, Blacksburg, VA — Bachelor of Science, Geophysics 1984