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USER EXPERIENCE ARCHITECT/ INTERACTION DESIGNER

OBJECTIVE:

- Seeking a position in user experience design to take a dynamic part in creating interactive experiences and to work as partner on a creative team.
- My aim as a web interaction designer is to conceptualize **user-centered design** in websites, software applications and new media making them easy to use and understand through well-designed iterations using structure and functionality.

EDUCATION:

MS, Human-Computer Interaction/ Usability (Degree in Progress-Capstone remaining)

- DEPAUL UNIVERSITY, Chicago, IL

BA, Journalism/ Print Communications, 2000

- WAYNE STATE UNIVERSITY - Detroit, MI
- UNIVERSITY OF MISSOURI - Columbia, MO

TRAINING & CERTIFICATIONS:

CIW-Certified – Master Site Designer & E-commerce, 2007

- PCCTI Institute - Chicago, IL

Web/Advertising Design (Supplemental Course), 2005

- College of DuPage, Glen Ellyn, IL

TECHNICAL SUMMARY:

Programming Languages:	HTML, DHTML, XML, CSS, JavaScript, ActionScript.
Prototyping Software:	MS Visio, Axure, Serena, iRise, SnagIt
Graphic Design Tools:	Flash, Fireworks, PhotoShop, Illustrator
Web Content Mgmt. Tools:	Documentum, Interwoven Teamsite, Red Dot, Visual Source, Safe, Subversion
Web Editing Tools:	Dreamweaver, Homesite, Contribute
Project Management Tools:	MS Project
Usability Testing Software:	Morae
Web Analytics Software:	Webtrends
Databases:	Access 2003
Hardware:	PC, MAC.

SUMMARY OF QUALIFICATIONS:

Proven user experience professional with (3) years experience in user experience design and web architecture is seeking a challenging User Experience Architect position. Experience spans fields of Advertising, Business-to-Business, Banking, Software Development, Cosmetics, Health Insurance, Media Management, E-commerce, Non-Profit and Supply-Chain Management. Exhibited strengths include forming and managing teams, working with external vendors to foster cost-effective solutions, and aligning technology initiatives to business driven goals.

- ✓ **Prototyping**
- ✓ **Wireframing**
- ✓ **Interaction design**
- ✓ **User interface design and development**
- ✓ **Usability & Workflow Design**

NOTE:

The following history details my experience over the past three to four years in eCommerce and User Experience Design. Many of these roles consist of short-term contracts that were defined from the outset and thankfully, with each project, I gained new insight into the field, while gathering new skillsets along the way. I look forward to any upcoming opportunities on the horizon and greatly appreciate your interest.

EMPLOYMENT HISTORY:**Consumer Experience Lead, JP Morgan Chase, (Ajilon Consulting), Chicago, IL, 1/2010 – 3/2010**URL: <http://www.chase.com>

- Influenced user-centered design, usability and interaction design within the CE Team.
- Contributed to hi-fidelity prototypes for both customer-facing online banking products and internal customer service interfaces.
- Created precise and detailed functional design specifications.
- Documented content structure, page templates, and interfaces for Chase Bank's highly transactional eCommerce site.

Technologies Used: iRise, Documentum.**User Experience Architect, Walgreens, (Palladin Staffing), Chicago, IL, 12/2009 – 12/2009**URL: <http://www.walgreens.com> (Pharmacy)

- Received additional hands-on experience with user-centered design process involving user research, concepting, interaction design, and visual design to prototyping, production and usability testing.
- Developed wireframes and functional specifications interaction design for the online Pharmacy redesign.
- Developed user flows and wireframes for the online Caterpillar Employee Discount Card promotion.

Technologies Used: MS Visio**User Experience Architect, Acquity Group, (Artisan Staffing), Chicago, IL, 11/2009 – 11/2009**URL: <http://www.arrow.com>

- Influenced the initial contextual inquiry gathering user needs and online services
- Integrated multiple user needs, business opportunities and technology capabilities into highly-intuitive experiences through a partnership with creative and technical team members.
- Defined a User Testing Strategy and created User Testing Scenarios.
- Synthesized and documented Usability Testing results and recommendations.
- Created and presented user personas.
- Created and presented Wireframes.
- Documented functional requirements for developers.

Technologies Used: MS Visio**Junior Information Architect, Energy BBDO Chicago, (Instant Technology), Chicago, IL, 8/2009 – 8/2009**URL: <http://www.50millionpounds.com>

- Created interaction design for the community based, 50 Million Pound Challenge.
- Drafted user flows, wireframes and user interface specifications.
- Designed interface that integrates the existing site with a community based application which will be a hosted service.
- Designed interaction for online groups, boards, polls etc.
- Designed user interfaces and UI evaluation techniques (heuristic evaluation, cognitive walkthrough, user assessment).
- Revamped navigation nomenclature, organization and user interface.
- Made recommendations on best practices and provided feedback on future implementations.

Technologies Used: Axure Prototyping Tool**User Experience Designer, Dell/ ASAP Software (AVVAL Staffing), Buffalo Grove, IL, 4/2009 – 6/2009 (In tandem)**

- Developed screen flows and navigation models using Photoshop, Fireworks for a software management **application** used by corporate IT Administration and support staff.
- Hand-coded HTML and CSS styles.
- Understood the business use of the application and the associated process flow in order to provide efficient user interface designs.
- Planned and coordinated user-experience design using RUP methodology.
- User discovery and **needs analysis**.
- **Content organization** and management.
- Navigation design, information hierarchy, and taxonomy.
- Analyzed and interpret personas, product requirements, marketing requirements and user analyses to determine business needs and design approach.
- Validated and communicate designs by creating user task flows, wireframes, prototypes, detailed functional design specifications and usability tests.

Technologies Used: Photoshop, CSS, DHTML, JavaScript and JQuery.**Interface/ Usability Specialist, Ulta Cosmetics (Apex Solutions), Bolingbrook, IL, 3/2009 – 5/2009 (In tandem)**

URL: <http://www.ulta.com>

- User discovery and **needs analysis**.
- **Content organization** and management.
- Navigation design, information hierarchy, and taxonomy.

Technologies Used: Photoshop, CSS, DHTML, JavaScript and JQuery.

Information Architecture/ Usability Specialist, Blackwell Consulting Services, Chicago, IL - 5/2008 – 12/2008

Major Client: Kraft and Blackwell Internal

- Set user scenarios for company intranet project.
- Developed goals and objectives for the implementation team.
- Documented business analysis and performance requirements.
- Brainstormed for concepts and metaphors.
- Navigation design, information hierarchy, and taxonomy.
- Developed screen flows and navigation models using Photoshop, Fireworks
- Created a Style Guide for entire portal.
- Developed full-cycle UX Design project plan using MS Project.
- Set interaction flowcharts.
- Created and web and software interaction models using MS Visio.
- Hand-coded CSS styles.
- Planned and coordinated user-experience design.
- Produced personas, scenarios, process flows, annotated wireframes, design prototypes, and functional design specifications for transactional web applications and portal.
- Drove decisions, tracked issues, and assisted in estimating resource needs and schedules.
- Worked closely with stakeholders, agencies, in-house development team, QA team and implementation.
- Created both business and functional requirements in addition to low and high fidelity prototypes.

Technologies Used: Photoshop, CSS, DHTML, JavaScript and JQuery.

User Experience Designer –Coventry Healthcare (Apex Systems), Downers Grove, IL 2/2008 – 5/2008

URL: <http://www.coventry.com>

Designed, **hand-coded**, tested, debugged and configuring web portal for healthcare members.

- Provided, implementation, deployment and support for portal.
- Content organization and management.

Technologies Used: Photoshop, CSS, DHTML, JavaScript and JQuery.

UI/ UX Designer-Developer –Gorilla Polymedia (Boylston Group), Chicago, IL – 1/2008 – 3/2008

Responsibilities: (Client Sites: Kohler, Kanac)

- Built hi-fi front-end **html** prototypes.
- Assisted programmers in web development..
- Brainstormed and collaborate with designers, developers, quality assurance, and other product teams on new product features.

Technologies Used: Photoshop, CSS, DHTML, JavaScript and JQuery.

SharePoint User Experience Designer, ACNielsen (Paladin Staffing), Schaumburg, IL – 9/2007 – 12/2007

URL: ([http:// www.acnielsen.com](http://www.acnielsen.com) and <http://www.ishareacn.com>)

- Develop content and information hierarchy for the company Web site.
- Developed design concepts, graphical assets and content at **portal** and subarea levels on (MOSS).
- Worked closely with designated Client Services representatives on building **HTML email campaigns**.
- Rebuilt **workflow** in all contribution centers.
- **Rebuilt community demo site** to resolve links issue in left navigation panel.
- Developed Interaction design for interfaces on iShare (internal portal).

Technologies Used: FrontPage, MS Sharepoint.

Web Designer, Quill Corporation (Aquent), Lincolnshire, IL – 6/2007 – 7/2007

URL: <http://www.quill.com>

- Maintained high standards for design artifacts, including wireframes, architecture diagrams and prototypes.
- Generated and maintained **front-end code**.
- Created graphic elements for Quill's website, banners and print advertising on the e-commerce site (Photoshop).

Technologies Used: Dreamweaver, Photoshop, TeamSite, Quark Xpress.

Web Designer (Freelance), Tripp-Lite (Creative Circle), Chicago, IL – 5/2007 – 6/2007**URL:** <http://www.triplite.com>

- Designed UI for all levels of the **interface** (interface posture, navigation frameworks, pages, components, dialogs, graphical elements).
- Collaborated with UE team on **HTML** deliverables for the e-commerce module.
- Created, maintained and designed email campaigns to marketing and branding standards.

Technologies Used: Dreamweaver, Photoshop.**Web Designer (Contract), Alzheimer's Association (The Creative Group), Chicago, IL – 3/2007 – 4/2007****URL:** <http://www.alz.org/preventionconference/pc2007/overview.asp>

- Designed and developed **interface mock-ups** and prototypes for new features and enhancements to HTML (hand-coded) email templates to branding and design standards.
- Designed micro sites and **FLASH** banner advertisements.
- Conducted code walkthroughs and quality assurance with development teams.
- Analyzed design problems and resolved requests from the Marketing department.
- Updated web content using the Red Dot content management system.

Technologies Used: HTML, DHTML, JavaScript, CSS, Dreamweaver MX, Flash 8, Red Dot, Lyris-List Manager (Email Blasts). Photoshop, Shaula: 24000 (Asset Mgmt.)**Web Designer, The Pampered Chef (Obtiva Solutions,), Addison, IL – 1/2007 – 3/2007****URL:** <http://www.pamperedchef.com>

- Work with Software Engineers to support development of high-quality, standards-based, cross-browser compatible **HTML/CSS**.
- Hand-coded web site interface and navigation systems for product highlight pages using HTML on the e-commerce site.
- Maintained library of Design Assets using Visual Source Safe.
- Optimized, cropped and prepared images and graphics for the web.

Technologies Used: HTML, CSS, Dreamweaver MX, Visual Source Safe.**HCI-Usability Assistant/ Web Designer (Contract), The Creative Group, In-Context Design (Allstate), Northbrook, IL – 12/2006 – 1/2007**

- Strong understanding of interaction design and user-centered design methods & practices.
Hand coded HTML pages for architects and senior web designers.
- Developed and incorporated new CSS styles.
- Created and cleaned precise **browser-compatible** code.
- Tested and validated micro sites for various types of insurance.
- Updated site for migration to newly approved design for online claim processing by insurance agents.

Technologies Used: HTML, CSS, Dreamweaver 8.**Web Designer (Contract), American Hospital Association, Chicago, IL, 10/2006 – 11/2006****URL:** <http://www.aha.org>

- Developed concept for new intranet design for the Human Resources department within the organization.
- Implemented design and development on-site.

Technologies Used: HTML, DHTML, Dreamweaver MX, Flash 8.**Web Designer (Project), Lucky Star Taxi, Woodridge, IL, 06/2006 – 09/2006**

- Designed and coded site and developed color scheme for small business owner.

Technologies Used: HTML, CSS, Dreamweaver 8.**Web Designer (Project), Corporate Plus Executive Staffing, Atlanta, GA, 06/2006 – 09/2006**

- Designed and coded web site and interactive concepts for client seeking change and upgrade in current marketing strategy.

Technologies Used: HTML, CSS, Dreamweaver 8.**Business Analyst, KForce Professional Staffing, Client: GE – Consumer Distributed Finance, Hoffman Estates, IL, 10/2004 – 12/2004**

- Captured monthly revenue reports from both CISCO and other international databases.
- Collaborated with off-site specialists to garner sales and inventory data.
- Assisted in producing written technical excerpts related to their CISCO database.
- Learned and developed skills in requirement gathering and working with various department needs.

Technologies Used: CISCO, Crystal Reports, MS Visio, MS PowerPoint.

PROFESSIONAL AFFILIATIONS:

- **AIGA** – American Institute of Graphic Arts, member
- **IWA** – International Webmasters Association, member
- **SWE** – Society of Women Engineers, member
- **CMS** - Content Management Professionals, member
- **IAI** - Information Architecture Institute, member

AWARDS & RECOGNITION:

- Golden Key International Honor Society
- National Honor Society
- All American Scholar