
Summary of Qualifications

I document application and process requirements, specify user-system interaction, and evaluate interface solutions.

- Detailed requirements gathering, problem definition, and impact analysis
- Specification of system behavior and interaction flow for optimal user experience
- Feasibility analysis of alternate design solutions
- Scenarios, user stories, and use cases
- User interface design documentation: user-system interaction flow charts, activity diagrams, site architecture, and page-level wireframes with data elements and controls

Core Competencies

- Evaluation, analysis, and documentation of client requirements
- Clear communication of detailed product design specifications to programming team
- Organization of large amounts of information from disparate sources into a cohesive whole
- Strong detail and process orientation
- Excellent writing and editing skills
- Documentation, UML use cases – MS Word
- Content management – MS Excel
- Site architecture, flow charts, use case function and activity diagrams – Visio
- Wireframes, paper prototypes – Adobe InDesign, MS Word, Adobe Photoshop
- Document sharing – SharePoint
- HTML, CSS – HTML-Kit

Experience

EthicsPoint, Inc., Product Engineering Portland, Oregon 2005 – 2010
Business Analyst/ User Experience Team Lead

Working in an Agile development environment, evaluated business requirements and documented solutions for a proposed web-based SAAS application, including task flow, navigation model, taxonomy, site architecture and user interface specifications. Lead the user experience team for relaunch of enterprise-level SAAS application with a new look, enhanced features, and an improved overall experience. Conducted user testing with paper prototypes to refine features and validate a user-friendly interface. Edited user guides and in-product help. Trained internal users to support customers.

HTML developer and documentation specialist (contract, converted after 3 months)

Coded standards-compliant XHTML; documented requirements and specifications, wrote topics for online help system; wrote user-friendly system error and response messages; produced incidental graphics ensuring brand consistency.

Independent Consultant Portland, Oregon 2002 – 2005
Business Analysis/ Information Architecture/Web Design

Clients: Brain Tank Solutions, Inc.; CMD; Design Showroom; Fortix LLC; Grady Britton; ID Inc., Intel Innovation in Education (for CMD); JELD-WEN (for CMD); Mo Duk Pai Association; Norris Lane Press; OHSU Stroke Center; Trendwest (for CMD)

Evaluated client needs for web sites and web applications, organizing for structure and content; designed navigation systems. Performed usability tests and recommended improvements for client web sites. Designed, coded, and maintained web sites. Designed and produced logos & corporate identity, flyers and brochures, newsletters, books and booklets.

Purple Mountain Media Company, Internet Operations Portland, Oregon 2001 –2002
Business Analyst

Carried out planning and implementation of children's news site, teacher guide site and corporate site for publisher of children's educational newspaper. Documented audience specifications and user requirements; wrote and presented use case scenarios for comprehension of non-technical stakeholders. Wrote incidental system messages. Developed site architecture and navigation for maximum ease of use.

Convergent Communications, Inc., Web Solutions Portland, Oregon 1999 –2000
Business Analyst

Utilizing a five-phase SDLC (Define-Discover-Design-Develop-Deploy), evaluated client goals and customer needs; developed use cases for web applications; developed site architecture and user activity flow; specified navigation and labeling schema; collaborated with software engineers, graphic designers and web production specialists to implement web site design and ensure quality of customer experience; wrote and edited copy for client web sites.

Young & Roehr Group Portland, Oregon 1988 –1999

Clients: Boise Cascade Paper; CFI; Colonial Pacific; Freightliner; Imagination; Mercedes Benz Credit Corp.; Freightliner SelectTrucks; Sharp Microelectronics; Standard Insurance; Tektronix

Information Architect / Project Coordinator

Organized client web site structure and content; designed navigation and search systems. Estimated project budgets, set schedules and tracked assignments, ensuring successful project completion; primary client contact for tactical execution; worked with Interactive Creative Director to design user interface.

Web Designer

Collaborated with art directors, programmers, account services personnel and clients to develop web sites; architected and coded web sites; produced animated banner ads.

Senior Production Artist

Assembled and prepared for print: advertising and collateral materials, corporate identity.

Education/Training

Stanford University 1985
Bachelors Degree

Portland State University 1998
Certificate of Professional Development, Multimedia Professional