
Contact Information

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References available on request

Summary of Qualifications

I document application feature requirements and specifications, specify user-system interaction, and design interface solutions.

- Detailed requirements gathering and solution specification documentation
- Technology-independent use cases and user scenarios
- User-system interaction flow charts, activity diagrams, and site architecture
- Page-level wireframes, including data elements and controls

Core Competencies

- Documentation of requirements and design for a non-linear user experience
- Clear communication of detailed product design specifications to programming team
- Ability to take large amounts of information from disparate sources, extract the essence and organize into a cohesive whole
- Strong detail and process orientation
- Excellent writing and editing skills

Software Proficiency

- Site architecture, flow charts, use case function and activity diagrams – Visio
- Wireframes, paper prototypes – Adobe InDesign, MS Word, Adobe Photoshop
- Use cases, documentation, reports – MS Word
- Content management – MS Excel
- Document sharing – SharePoint
- HTML editing – HTML Kit
- Image editing – Adobe Photoshop, Adobe Illustrator
- Single-source publishing – MadCap Flare

Experience

2005 – 2010

EthicsPoint, Inc. *Product Engineering* Portland, Oregon
Senior Interface/Interaction Designer / User Experience Team Lead

Working in an Agile development environment, designed the overall information model of a web-based SAAS application, including task flow, navigation model, taxonomy, site architecture and user interface specifications. Conducted user testing with paper prototypes to refine features and design a user-friendly interface. Edited user guides and in-product help. Trained internal users to support customers.

HTML developer and documentation specialist

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.

2002 – 2005

Independent Consulting: Information Architecture/Business Analysis/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)

Organized client websites and web applications 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.

2001 –2002

Purple Mountain Media Company, Internet Operations Portland, Oregon **Senior Information Architect / 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.

1999 –2000

Convergent Communications, Inc., Web Solutions Portland, Oregon **Senior Information Architect / Business Analyst**

Utilizing a five-phase development process (Define-Discover-Design-Develop-Deploy), evaluated client goals and customer needs; developed use cases for web applications; developed site architecture and user activity flow; designed 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.

1988 –1999

Young & Roehr Group Portland, Oregon

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.

Philosophy

To create order out of chaos.

The target audience ultimately determines the success of any project. I am its advocate.

Information is data in context. I delineate the context that allows users to make sense of data, turning it into useful information.

Customer experience encompasses *all* user interaction. I design user interface activity and specify system behavior, creating an environment in which users can accomplish their goals in an optimal manner.

Education/Training

1985

Stanford University, Department of East Asian Studies *Bachelors Degree*

Chinese history, language, economy, politics; taught English in Taiwan as a volunteer for six months; additional course work in design and typography.

1998

Portland State University, School of Extended Studies *Certification*

Certificate of Professional Development, Multimedia Professional Program. Capstone project:
www.pova.com