
DESCRIPTION

User Experience Designer, Usability Researcher, and Accessibility Specialist with professional and graduate-level experience in designing, evaluating, and modifying software and hardware interfaces and applications (web, desktop, kiosk, and mobile) to better support usability and accessibility. Immersive knowledge of disability and technology communities, and in general a **user advocate** and **humanitarian technologist**.

SKILLS SUMMARY

Usability

- Designing and executing user studies, including focus groups, surveys, and interviews
- Using methods of inquiry familiar to the HCI, human factors, and ethnography fields: cognitive walk-through, heuristic evaluation, contextual inquiry, etc.
- Low- and high-fidelity Prototyping of software and hardware for testing.
- Coding, analyzing, and presenting study and evaluation results and recommendations to technical and non-technical audiences.
- Usability lab setup, audio/video capture, and logging of usability studies, focus groups, and interviews
- Production of case studies, site maps, wireframes, and other IA-related documents and diagrams

Accessibility

- Experiential, hands-on testing of software and hardware with assistive technology
- Gestalt experience, standards-, and code-level evaluation of accessibility, following §508 and W3C/WAI guidelines and best practices
- Configuration and usage of JAWS, Window-Eyes 7+, VoiceOver (10.4 ~ 10.6), and ZoomText at an expert level

Languages & Tools

- XML, XHTML, CSS, JavaScript, Perl, PHP, MySQL
- Installation, configuration, and customization of MediaWiki, WordPress and other FOSS
- Visio, OmniGraffle, Illustrator, OverSite
- Photoshop, Illustrator, Dreamweaver, OmniOutliner, BBEdit, vi
- Foreign language: Japanese (elementary-to-intermediate, spoken and written)

WORK HISTORY

Apple, Inc. – iTunes Store Engineering: Accessibility Engineer Cupertino, California 10/2008 – 05/2009

- Accessibility specialist for the 600-person iTunes Store and iTunes U development and testing teams, responsible for the ongoing, comprehensive evaluation and testing of public software clients (iTunes) and online content (iTunes Store, iTunes U).
- Researched and documented usability and accessibility-related issues using a variety of assistive technologies and methods of testing, suggested design changes, and presented findings to various groups.
- Worked with developers to make decisions on changes to code. Many of the recommendations given were based on knowledge of web standards and best practices in desktop and web application design, as well as the specifics of §508 and the W3C/WAI guidelines.

- Member of a cross-functional accessibility organization within Apple, leading discussion of AX in the iTunes Store in relation to other groups' work in the iTunes client, VoiceOver technology, and OS X.

Colorado Public Radio: Denver, Colorado

02/2008 – 04/2008

User Interface Specialist

- Performed contextual inquiry with end-users internal to public radio and public television organizations, to collect data used in designing and building a set of an online membership management and live fundraising statistics applications.
- Gathered requirements from business, technical, and end-user stakeholders using a variety of formal and informal techniques.
- Performed best-practices research on a variety of design and usability issues, and presented results to technical as well as non-technical staff.

InterContinental Hotels Group: Atlanta, Georgia

05/2007 – 07/2007

Accessibility Consultant

- Tested hotel booking sites for compliance with accessibility guidelines (Section 508 & W3C) using automated tools (Cynthia Says, Bobby / Watchfire WebXM), code review, and manual experiential testing.
- Researched accessibility issues and authored reports and presentations on compliance and guidelines for application development. Drafted changes to corporate policy.

Center for Assistive Technology & Environmental Access;

05/2006 – 12/2006

College of Architecture, Georgia Institute of Technology: Atlanta, Georgia

Web Developer – Accessibility

- Evaluated, installed, and configured wiki software to support an assistive technology community at AssistiveTech.net.
- Improved wiki GUI and help documentation in response to user testing.
- Contributed to the MediaWiki (open-source project) development community through accessibility and usability recommendations, and active developer discussions.

CheckFree: Norcross, Georgia

01/2005 – 08/2005

Web Developer – Accessibility

- Tested online billpay application for compliance with accessibility guidelines (Section 508 & W3C), using JAWS, Bobby, and extensive manual checks.
- Researched accessibility issues and authored reports on compliance and guidelines for application development.
- Authored segments of CSS, HTML, JavaScript, and DHTML in several iterations of web application.

User Insight: Atlanta, Georgia

08/2004 – 01/2005

Web Developer, Usability Assessment Engineer

- Worked on usability, accessibility, and market research projects for non-profits, major ISP's, software manufacturers, a national bank, and a construction firm.
- Made changes to web pages using accessibility guidelines for Section 508 & W3C compliance.
- Built functioning prototype of online bill-pay application and observed user assessments using this prototype, providing design recommendations to client during testing.
- Observed accessibility studies involving users with visual impairments; assembled clips to summarize important findings in highlights video.

- Set up lab and performed video capture of user assessments and focus groups. Monitored many full days of tests and ensured consistency in information captured.
- Performed video editing, compression, and final presentation authoring in editing suite.
- Designed and built PHP/MySQL app to support candidate recruiting and test day processes.

Macquarium, SpunLogic, and TechBridge: Atlanta, Georgia 01/2003 – 08/2004
Information Architect, Web Developer (freelance)

Sabre (GetThere): Atlanta, Georgia 08/2001 – 12/2002
Web Developer

Yahoo! NetRoadshow: Atlanta, Georgia 05/2000 – 04/2001
Web Application Developer

Macquarium, Inc.: Atlanta, Georgia 05/1999 – 05/2000
Technical Web Designer (Web Design & Development)

IBM Interactive Media – The Artz Café: Atlanta, Georgia 03/1998 – 08/1998
Continuity Director (Web Design)

EDUCATION

MS in Human-Computer Interaction 08/2005 – 05/2007

Georgia Institute of Technology: Atlanta, Georgia

- Member of the Ubiquitous Computing Research Group, led by Dr. Gregory Abowd
- MS Project: Mobile Phone Usage by Persons with Visual Impairments

Post-Baccalaureate courses in **Computer Science** 05/2001 – 05/2004

Georgia State University: Atlanta, Georgia

BA in Physics 08/1994 – 05/1999

Emory University: Atlanta, Georgia

PRESENTATIONS & CONFERENCES

CHI – Human-Computer Interaction Conference 2005, 2007, 2009

Refresh Portland – **Presenter: "Assumptions about Users, & Accessibility"** 2009

UI14 – User Interface 14 Conference 2009

Open Source Bridge Conference 2009

Presentation: "Accessibility Testing for Open Source Software Developers"

Panel/Presentation: "Discussion of User Experience in the FOSS Community"

UPA – Usability Professionals' Association Conference 2009

CSUN – Technology and Persons with Disabilities Conference 2006, 2009

Atlanta PHP – **Presentation: "Accessibility for Developers"** 2007

WikiMania Conference – **Lightning Talk: "Accessibility & MediaWiki"** 2006

ASSOCIATIONS

ACM, ACM SIGCHI, ACM SIGACCESS since 2005

CHIFOO (Computer-Human Interaction Forum of Oregon) since 2007

UPA (Usability Professionals' Association) since 2009

BayCHI (San Francisco-Area Chapter of ACM SIGCHI) 2008 - 2009

CHI Atlanta (ACM Special Interest Group in Human-Computer Interaction) 2002 - 2007