
DESCRIPTION

User Experience Architect, 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.

WORK HISTORY

Various Clients: Portland, Oregon 12/2009 – 08/2011

User Experience Architect, Project Manager

- Designed and conducted remote research studies for large transportation and logistics company, informing design of web-based tool to replace legacy systems used by import and export agents.
- Project manager within Agile (.net) development firm, working on web projects for energy, ecology, and conservation-related organizations.
- Assisted with in-person user studies for redesign of web-based consumer resources for large healthcare provider.
- Acted as sole advisor for non-profit disability advocacy organization, planning content and social media strategy, as well as executing web presence refresh.

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

Accessibility Engineer

- 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)

SKILLS SUMMARY

Usability

- Designing and executing user studies, including focus groups, survey, interviews, and remote research
- 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
- 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 personas, scenarios, wireframes, and other UX and 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

Tools & Languages

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

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

UI14 – User Interface 14 Conference

2009

UPA – Usability Professionals' Association Conference

2009

CSUN – Technology and Persons with Disabilities Conference

2006, 2009

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

2009

Open Source Bridge Conference

2009

Presentation: "Accessibility Testing for Open Source Software Developers"

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

2007

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

2006

ASSOCIATIONS

UPA (Usability Professionals' Association)

since 2009

ACM, ACM SIGCHI, ACM SIGACCESS

since 2005

CHIFOO, BayCHI, and CHI Atlanta (Local Chapters of ACM SIGCHI)

since 2002