

Objective

Full-time or consulting position specializing in UX Design – user interaction design, accessibility, and/or user research.

Achievements

Professional user experience designer in the high-tech and ed-tech industries with a thorough knowledge of design processes, prototyping tools, user research techniques, and accessibility issues, who has provided award-winning innovative design, led design teams to early product releases, and improved organizational understanding of user needs.

- Launched new, updated designs for Bookshare Readers for mobile and web in 2023.
- Bookshare - completely redesigned a more accessible UX for www.bookshare.org in 2014 to great reviews.
- Mifos – MicroFinance Open-Source software UX overhaul during 3-month sabbatical from VMware.
- VMware Workstation 5 receives various awards for ease-of-use.
- VMware VirtualCenter case study in “User Centered Design Stories” edited by Carol Righi and Janice James.
- Designed innovative UI for NuvoMedia Rocket ebook, a hand-held e-book. Patent pending on icon design.
- Press applauds Taligent Places® for Project Teams UI as innovative. IBM patents on three UI concepts.
- Received high marks from attendees of “Designing for Usability” course at Cadence.

Skills

- iOS and Android app design, voice design, WC3 accessibility standards, ARIA, Figma, Axure, Jira, and Bootstrap

Experience

Benetech, Palo Alto, CA

2013 - Present

Bookshare Reader – updated designs for iOS and Android Bookshare Readers and new smart speaker conversation design (see platform app stores). **Bookshare** – redesign and user testing of the Bookshare website (www.bookshare.org) to improve the usability and accessibility of Bookshare’s ebook library for the blind and learning disabled.

VMware, Inc. Palo Alto, CA

2004 - 2013

Designed the first user experience of VMware vCloud Suite 5 and vSphere 4. User experience lead for VMware Update Manager plug-in and VMware Workstation 5. Conduct contextual inquiries and usability testing, as well as mockups and specifications as part of design process. Redesigned Mifos microfinance software during 3-month sabbatical.

Knowmadic, Inc. Santa Clara, CA

2002 – 2004

Redesigned UX for Knowmadic Foundation Studio, a business analysis tool for 40-person startup. Responsible for all aspects of design including usability testing. Product shipped in 5-months and was easier to use than original.

Prior Experience

User interaction design and usability testing for organizations such as: **Intuit** QuickBooks® and Quicken®, **NuvoMedia** Rocket e-book, **Cadence Design Systems**, **Intel**, **Macromedia**, **Symantec** VisualPage, **Hewlett-Packard**, and **Taligent** Places® for Project Teams.

Education

Carnegie Mellon University, Pittsburgh, PA

BFA in Industrial Design