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SUMMARY

Over sixteen years of teaching practitioner-based courses within a university setting, teaching graduate-level user experience, usability, information architecture, content strategy, and user research courses. Also, teach undergraduate survey courses in modern Irish history.

Almost all my teaching has focused on teaching non-traditional and mature students: so, this population is more diverse in age, education level, and general life experience than traditional college students. Hence, the focus is on practical application of theory and skills to assist with career advancement.

Experience also includes a twenty-year plus career in the information technology, software industry, and higher education industry focusing on continually improving the user experience for end users.

TEACHING EXPERIENCE

Northeastern University (Boston, Massachusetts)

College of Professional Studies (CPS) [Formerly School of Continuing and Professional Studies]

Graduate Courses

Methods for Global User Experience — Winter 2019

Usability & User Experience — Fall 2018, Spring 2018, Fall 2017, Spring 2017, Fall 2016, Spring 2016, Fall 2015, Spring 2015, Fall 2014, Spring 2014, Fall 2013, Spring 2013, Fall 2012

Information Architecture — Winter 2018, Winter 2013, Winter 2012, Spring 2011, Spring 2010, Summer 2009, Fall 2008, Spring 2008, Fall 2007

Usability Testing — Fall 2017 (co-taught)

Graduate Thesis Advisor (Digital Media Program) — Winter 2017, Fall 2016, Summer 2016, Winter 2016, Spring 2015

Usable Design for Mobile Digital Media — Spring 2016, Winter 2016, Fall 2015

Usability & Human Interaction — Winter 2017, Winter 2016, Spring 2015, Winter 2015

Prototyping — Summer 2015, Summer 2014, Winter 2014, Summer 2013, Winter 2013

Collecting User Data — Fall 2014, Fall 2013, Fall 2012

Content Strategy — Winter 2015 & Winter 2014 (co-taught)

Planning & Design of Social Media Channels & Online Communities — Summer 2013 (co-taught)

Usability — Fall 2011, Fall 2010, Fall 2009, Winter 2009, Spring 2008

Information Design for the Web — Spring 2012, Winter 2011, Summer 2010, Spring 2009, Fall 2007

Final Capstone Seminar — Winter 2010, Summer 2009, Fall 2008, Summer 2008, Winter 2008

Online Documentation — Summer 2008

Undergraduate Courses

Northern Ireland, 1921-2004 — Winter 2015, Winter 2014, Winter 2011, Winter 2010

Ireland Since 1800 — Fall 2010, Fall 2009, Fall 2008, Fall 2007, Fall 2006

Twentieth-Century Britain, 1900-2001 — Winter 2013

College of Liberal Arts and Sciences (CLAS) – Graduate English Department

Graduate Courses

Usability — Fall 2004

Online Documentation — Fall 2003 & Winter 2002

HTML Authoring & Design — Spring 2003

State of the Art (SOA) Program

Continuing Education Courses

Web Development with HTML — Winter 2002

Network Northeastern (Distance Learning)

Continuing Education Courses

Web Site Usability (online seminar) — Winter Quarter 2001

University of Wisconsin, Madison (Madison, Wisconsin)

Information School (iSchool)

User-Experience Design 1 — Fall 2018

Bentley University (Waltham, Massachusetts)

Graduate Executive Education Programs

Content Strategy — Fall 2016 & Spring 2015

Emerson College (Boston, Massachusetts)
Graduate Department of Communication Studies
User-Experience Design — Summer I 2017
Web-Based Communication Strategies — Fall 2013 & Summer 2012

Harvard University (Cambridge, Massachusetts)
Extension School (Undergraduate English Department), Teaching Fellow (TF)
Introduction to Academic Writing and Critical Reading — Spring 1999, Fall 2000, Spring 2000

**GUEST LECTURES
(UNIVERSITIES)**

Presentation to Harvard University Law School – Communicator Group (November 2017)
Accessibility Introduction

Presentation to Simmons College (Usability Student Group) (November 2016)
Accessibility and Usability: Towards a More Inclusive User Experience

Presentation to Simmons College (Usability Course) (October 2014)
An Introduction to User Experience (UX) Fundamentals

Presentation to Harvard University Law School – Communicator Group (August & September 2014)
Information Architecture & Writing for the World Wide Web

Webinar Presentation to University of Monterrey (Mexico) – Undergraduate Engineering (June 2014)
An Introduction to Surveys

Guest Lecturer at Simmons College (Usability Course) (November 2011)
What is User Research?

Guest Lecturer at the University of Limerick (Limerick Ireland in March 2008 & March 2009)
Lectures on user experience (UX) and technical writing topics

**PRESENTATIONS
(UX/USABILITY)**

Presentation to the Digital Summit Seattle (April 2018 in Seattle, Washington)
How to strengthen UX with Tactical and Strategic Involvement

Panel Moderator at the UXPA Boston UXFair/World Usability Day (November 2018 & November 2017)
Career Mentoring Panel

Panelist at the 2017 User Experience Professionals' Association (UXPA) Conference (June 2017 in Toronto, Ontario)
Practical Accessibility: Advice from the front lines

Panelist at the 2017 UXPA Boston Conference (May 2017 in Boston, Massachusetts)
Practical Accessibility: Advice from the front lines

Presentation to the Society for Scholarly Publications (SSP) (November 2016 in Boston, Massachusetts)
An Introduction to User Experience (UX)

Presentation to the (New England Chapter) ASSI&T conference (November 2015)
An Introduction to User Experience (UX) Fundamentals

Panel Moderator at the Boston UXPA 'UX Fair' (November 2015)
Mentoring

Presentation to Connecticut UXPA (September 2015)
Content Strategy: UX's New BFF

Panel Moderator at the Boston UXPA 2015 Conference (May 2015)
Lightening Debates on Controversial UX Topics & 10-Minute Talks (Students & Taboo UX Topics)

Panelist at the 2014 User Experience Professionals' Association (UXPA) Conference (July 2014 in London, UK)
Practitioners by Day, Lecturers by Night: Teaching UX to Current and Future Generations

Webinar Presentation to UXPA International (June 2014)
An Introduction to User Experience (UX) Fundamentals

Presentation at joint meeting of Boston CHI & STC New England (April 2014)
UX and Technical Communications: Bridging the Gap

Presentation at Boston UX Meet Up (November 2013)

User Research on the Cheap (Lightening talk)

Presentation at the 2013 IEEE/PCS Conference (July 2013 in Vancouver BC, Canada)
Technical Communication on Life Support: Content Strategy and UX are the Reclamation

Presentation at the 2013 Usability Professionals' (UXPA) Conference (July 2013 in Washington, DC)
Is Use of User-Centered Design (UCD) in Products Replacing the Need for Traditional Documentation? (Idea Market)

Presentation to Boston UXPA Chapter Monthly Meeting (December 2012)
User Research on the Cheap

Panel Moderator at the 2012 Usability Professionals' Conference (June 2012 in Las Vegas, Nevada)
User Research on the Cheap: Recruiting and Data Collection on a (nearly) \$0 Budget (IGNITE session)
Building Out a User Experience Team: Making UX Relevant Companywide

Guest Lecturer at Simmons College (Usability Course) (November 2011)
What is User Research?

'Unconference' presentation at the 2011 Usability Professionals' Conference (June 2011 in Atlanta, Georgia)
Passion vs. Righteousness: Not Understanding the Difference Could Destroy the Usability Profession

Presentation at the STC Boston (May 2011) & STC Northern New England Monthly Meeting (October 2010)
What's the Use? Common Connections Between Technical Communication and Usability/User Experience

Presentation at the Boston UPA Chapter Monthly Meeting (July 2010)
The User Edit Method: What is it and how can I use it?

Presentation at the 2010 IEEE/PCS Conference (July 2010 in Enschede, Netherlands)
User-Centered Design (UCD) and Technical Communication: The Inevitable Marriage
The User Edit Method: When a Usability Method Fulfills a Technical Communication Need

Presentation at the STC Boston (September 2009)
The Inevitable Marriage: Increasing Collaboration Between Technical Communication and Usability/User Experience

Presentation at the 2009 Usability Professionals' Conference (July 2009 in Portland, Oregon)
Where Should a User Experience (UX) Team Be Located in the Organization? (Idea Market)

Presentation at the 2008 IEEE/PCS Conference (July 2008 in Montreal, Quebec)
The Master's Degree in Technical Communication at Northeastern University: From Almost Death to Resurrection

Note: a select listing of presentations is available at <http://www.slideshare.com/silvaire65>

WORKSHOPS (UX/USABILITY)

Co-lead workshop at the 2016 UXPA International Conference (May 2016 in Seattle, Washington)
Ethnographic and Diary Studies: Turning messy data into practical value

Workshops presented at the 2015 IEEE/PCS Conference (July 2015 in Limerick, Ireland)
Recruitment and Moderating Usability Test Sessions
Organizing and Validating User Content with Card Sorting

Invited participant at Ontario College of Art and Design OER Accessibility Sprint (February 2015 in Toronto, Ontario)
Sonification

Workshop presenter to the Northeastern University Library Staff (November 2011 in Boston, Massachusetts)
Writing for the World Wide Web

Workshop participant at the 2011 Usability Professionals' Conference (June 2011 in Atlanta, Georgia)
UPA Global Certification: From Pilot to Pillars to Practice

PUBLICATIONS

Co-authored article (with L. Gallant & G. Boone) published in *Interdisciplinary Mobile Media and Communications: Social, Political, and Economic Implications*, 2014, p. 344-354, "[Mobile Usability: State of the Art & Implications](#)"

Co-authored article (with J. McGinn) published in *ACM Transactions*, Volume XX1.3, May/June 2014, p. 62-65, "[Fast, Cheap, and Powerful User Research](#)"

Paper presented at the 2013 IEEE/PCS Conference (July 2013 in Vancouver BC, Canada)
["Technical Communication on Life Support: Content Strategy and UX are the Reclamation"](#)

Paper presented at the 2010 IEEE/PCS Conference (July 2010 in Enschede, Netherlands)

["User-Centered Design \(UCD\) and Technical Communication: The Inevitable Marriage"](#)

Paper published in Working Papers in Irish Studies, 93-2 (1993)

["Jonathan Swift and His Influence on Eighteenth-Century Irish Economic Historiography"](#)

**PRESENTATIONS
(IRISH HISTORY)**

Lecture(s) during Massachusetts Institute of Technology's Independent Activities Period (IAP)
Modern Irish History & Culture: From Molly Malone to Nobel Laureates (January 2018 & January 2017)
Northern Ireland: Mythology & Reality (January 2017)

Guest Lecture at Brookline Center for Adult Education - BCAE (November 2014 & June 2011)
Irish History and Culture: From Molly Malone to Nobel Laureates

Guest Lecturer at Northeastern University – Global Pathways Program (March 2011, March 2010, & March 2009)
The Irish Influence on Boston

**CURRICULUM
DEVELOPMENT**

Worked with the MS in Technical Communication program at Northeastern University by acting as the industry consultant/liason to the program. This involved understanding and translating the trends and industry perspective to bolster the academic program's relevancy and practicality.

Technical Communication Consultant

Academic Year 2012-2013

As the program slowly grew and work from previous terms was implemented, the focus shifted to more tactical aspects of the program. Primary focus was scheduling of courses, new course development to reflect industry trends, coordination of interdisciplinary classes with related programs, and attended open houses for potential students.

Academic Year 2012-2013

Completed an extensive user research project investigating the viability of the current program. Tasks include reviewing and analyzing student trends/data over several years, running interviews and focus groups of alumni and current students, interviewing internal stakeholders, investigating potential areas of growth within the profession, and using this data to best recommend where to situate the program for future growth.

Academic Year 2008-2009, 2009-2010, & 2010-2011

This position involved refocusing the program from an academic to a practitioner-based program to reflect existing market trends. Methods to refocus the program used included performing a competitive analysis of similar programs, creating and running a survey of (current and former) students to extract suggestions for program improvement, assisting with creating a marketing brochure to recruit potential students, coordinating and running faculty meetings throughout the year, helping administration with faculty issues and helping scheduling classes, as well as offering updates to course curriculum. Lastly, working with and advising students of courses to take, career advice, and informing students of the current state of the industry were other key aspects of this role.

**PROFESSIONAL
ASSOCIATIONS**

User Experience Professionals' Association (UXPA) – Boston Chapter

Assisted the UXPA Boston Board for the 2014 & 2015 conference with creating a track for students and first-time presenters. Recruited and encouraged university students of UX and first-time presenters to submit and present in a "10-minute talk" format to gain experience presenting on UX topics. Oversaw Board of Directors elections. Coordinated the call for papers, review process, and the presentation schedule. For 2015, added a 'taboo UX subjects' track.

As an elected member of the UXPA Boston Board of Directors from 2011-2013, responsibilities included helping with the planning and execution of the annual chapter conference, which annually has over 900 attendees and over 30 (peer-reviewed) sessions in one day. This chapter conference is one of the largest user experience conference events in the world. One responsibility was as the Workshop Coordinator. Workshops are professional development training and development sessions for UX students and working professionals. Duties in this role included finding relevant topics, speakers, and performing all the administrative tasks to run workshops on relevant topics within the profession.

User Experience Professionals' Association (UXPA) – International Board of Directors

Elected to UXPA International Board of Directors for 2014 ('At Large' member). This position combined assisting other board members with pressing issues and focusing on the areas where UXPA International required the most assistance.

- ▼ 2014 Conference – worked closely with the Conference Chair to assist with a myriad of aspects of the conference planning and execution for the 2014 International Conference
- ▼ Increase global membership – focused on increasing membership in emerging UX geographies, 'millennial/Gen Y' populations, and attracting UX students at universities worldwide
- ▼ Membership modification – lead the Board of Directors group that advocated eliminating membership dues.
- ▼ Accessibility – Increase the awareness of accessibility with the UXPA organization and verify Website and publications are accessible

MISCELLANEOUS

Completed a variety of volunteer efforts on behalf of the professional UX and teaching community, including:

- ▼ Completed dozens of reviews of presentation proposals & call for papers (CFPs) for conferences and journals

- ▼ Reviewed numerous sections of several user experience books written by colleagues
- ▼ CUE10 – Participant in the 10th Comparative Usability Evaluation (CUE) program — Spring 2018
- ▼ Referenced in the book by George Anders (2017), “*You Can Do Anything: The Surprising Power of a ‘Useless’ Liberal Arts Education*” (p. 62-64)
- ▼ Northeastern University - certified e-learning instructor in online & distance learning, March 2007

EDUCATION

Bentley College/University (Waltham, Massachusetts)

Master of Science (MS), Human Factors in Information Design (High Distinction), October 2009
Information Design Certificate (now the User Experience (UX) Certificate), August 2004

Northeastern University (Boston, Massachusetts)

Graduate Certificate, Internet & Web Development, December 2000
Graduate Certificate, Technical Writing Training Program (TWTP), June 1996

Trinity College (Hartford, Connecticut)

Master of Arts (MA), Modern Irish History, May 1993

The University of Connecticut (Storrs, Connecticut)

Bachelor of Arts (BA), English Literature, May 1988

WORK EXPERIENCE

Massachusetts Institute Technology (MIT)

(February 2011 to Present)

Assistive Technology Information Center (ATIC)

User Experience (UX) Consultant

Work within the [Accessibility & Usability](#) team as an internal usability consultant within MIT. Lead the team from a ‘user testing’ group to a full-service consultancy offering a range of user experience services: including usability and accessibility research, evaluation, and design to create improved user experiences.

User Research

- ▼ Research and evaluate a variety of internal (software) systems, Web sites, and third-party software.
- ▼ MySloan Portal—Worked on longitudinal user-research project to evaluate how MIT Sloan faculty, staff, and students use the internal portal for Sloan business school. This project included extensive interviews to use as a baseline for future versions and development of the future MySloan portal.
- ▼ ‘A Day in the Life’—Worked to fully understand and document all the services offered by the MIT Help Desk & Customer Support team. This included extensive interviews and observations of how and what type of assistance is given to MIT help-desk customers (faculty, staff, and students).

Accessibility & Inclusive Design

- ▼ Provide user research and evaluation on the accessibility of internal (software) systems, Web sites, and third-party software to institute clients to improve the accessibility of digital products at MIT.
- ▼ Promote and advocate for institute wide policies advocating accessibility, specifically within procurement.
- ▼ Work with MIT-related online educational initiatives (edX, MITx, and OCW) promoting usability and accessibility most applicable for all audiences.

User Experience Championship, Advocacy, and Training

- ▼ Advocate and champion user-centered design (UCD) philosophy and methodology to clients focusing on contextually apply UCD methods (usability & accessibility) to institute projects and services.
- ▼ Provide training and workshops and sessions on UCD, usability, and accessibility to clients across the institute.

Northeastern University

(Sept 2010 to February 2011)

College of Professional Studies (CPS)

Consultant

Worked within the College of Professional Studies (CPS) leading usability-related projects.

- ▼ One project entailed performing research and a re-design of an internal (faculty) Web site. Project included applying usability methods (surveys, user interviews, prototyping, etc.) to propose updates.
- ▼ A second project focused on investigating the viability of a current program by performing user research. Tasks include reviewing and analyzing student trends/data over several years, performing a competitive analysis of similar programs, running user interviews and focus groups of alumni and current students, investigating potential areas of growth within the profession, and using this data to best recommend where to situate the program for future growth.

Autodesk

(March 2008 to Sept 2010)

Revit User Experience (UX) Division

User Researcher

Work within the User Research (UR) department of the Product Design (PD) group that supports the Revit building information modeling (BIM) software product.

- ▼ Lead the First Experience team to understand, improve, and re-design the initial experience for new Revit users. Implemented options to improve both the learnability and the discoverability of the product. Primary goal was to assist users becoming efficient with the product in a specific time frame. Created numerous types of prototypes of potential solutions during the design process.
- ▼ Worked on a 'design pattern' project, which included researching and creating consistent user interface components for the development team to implement on all new product features.
- ▼ Worked on user research effort to understand customer issues with piping and plumbing products to improve product functionality. This effort focused on customer interviews and surveys.
- ▼ Analyzed the usefulness of the product user assistance/documentation. This included using methods such as researching, surveys, testing, and customer interviews. The result was major overhaul and re-focus of Revit user assistance so that content was clearly focused on end user needs and a better ROI.
- ▼ Narrated several Revit video tutorials: including [sketching](#), [using images](#), and [Revit Server](#).
- ▼ Other duties included survey creation, organizing and running usability evaluations, and data analysis.

User Assistance (UA) (Liaison)

The primary goal of this position was to integrate the Product Design and User Assistance groups together, especially assisting each group understand the needs of the other. Coordinated and performed usability evaluations of documentation products. Mentored teams on usability methods.

User Interaction Design Intern

- ▼ Applied user-centered design (UCD) methodologies to increase product usability for future versions of Revit software. This work included tasks such as card sorting, GOMS Keystroke-level modeling (KLM), and analysis of usability data.
- ▼ Co-created several usability studies and evaluations of the Revit documentation, particularly using the "user edit" concept. This included reviewing the end-user documentation, as well as product tutorials.
- ▼ Evaluated and tested software for remote usability testing and performed remote usability testing.

Sun Microsystems

(July 2002 to November 2007)

Information Design & Delivery (IDD) Group/ Technical Publications – (Various Divisions)

Senior Technical Writer/Principal Technical Writer

The IDD group created content for high-end server hardware and software.

- ▼ Maintained documentation for SunPCi software and hardware, a product that allowed users to run Windows on Sun systems. Documentation included a user's guide, installation guide, and release notes. Updated installation guide from book to poster format, resulting in more usable document.
- ▼ Documentation project manager for software product running on all Sun hardware systems. Coordinating centralization of documentation effort across distinct documentation groups, migrating content into a standard documentation style, and writing new functionality for next product release.
- ▼ Worked on team creating an XML-based modular help application. Performed a variety of usability reviews and tests on prototype. Worked with other colleague to develop initial user interface and navigational structure. Assisted in user interface design and review in subsequent releases.
- ▼ Worked on cross-functional usability team that completed a full usability test of low-end server. Also, participated in several usability tests of blade server hardware.
- ▼ Maintained and updated documentation CD for each new product release.

Genuity (Formerly BBN Corp. and GTE Internetworking)

(April 1998 to July 2002)

ePubs – Information Design

Technical Writer/Senior Technical Writer

ePubs designed, created, and maintained hard-copy books, help files, and Web sites for both internal and external Genuity customers. Completed usability testing and user interface design and review.

- ▼ Restructured the format and style of ATS (AOL Tracking System) documentation over several releases. Upgraded documentation from initial small user guide to a suite of books for distinct ATS audiences. Wrote and maintained reference guides, user guides, and release notes.
- ▼ Updated and streamlined a variety of Disaster Recovery (DR) documentation.
- ▼ Worked as part of the development team that created use cases for revised Customer Portal Web site.
- ▼ Created content for revised Customer Portal (CP), the customer Web site for Genuity products. Created all content: user interface wording, error messages, and user documentation.
- ▼ Built and maintained the ATS Web site. Created Web site to include all documentation, including PDF and HTML versions of documentation, release notes, and report templates.

- ▼ Created Web sites for internal customers as requested.
- ▼ Created help file as part of the overall Customer Portal documentation suite.

Information Designer & Usability Specialist

- ▼ Built usability lab for testing Web sites and software applications. Created usability test templates for Web sites and software application testing (for both classical testing and heuristic review).
- ▼ Performed numerous usability tests and heuristic reviews of usability of Genuity software applications and Web sites. Produced reports with recommendations for change and improvement.
- ▼ Undertook initiative to standardize user interface throughout the ATS application. Tasks included making windows include consistent terminology and user controls. Enforced consistency standards.
- ▼ Worked on team that created a new engineering portal Web site. Team worked to design, create, and implement new Web site, including converting all existing sites into standardized Web template.
- ▼ Worked on project team that created a standardized Web template for all documentation-specific Web sites. Template became standard within engineering department for all documentation Web sites.

Other

- ▼ Lead the ATS team when software was initially deployed in international offices. Tasks included educating the project team on international requirements, creating international versions of user guides, educating trainer on importance of international audiences and cultural sensitivity, and working directly with international offices as needed.
- ▼ Managed, supervised, and mentored junior technical writers in department. Responsible for writing career training plans, quarterly incentives, and annual performance reviews for two writers.
- ▼ Became department “tool person.” Acted as “help desk” when co-workers had problems with specific software and maintained department software. Prepared rollout of several software upgrades.

Domain Solutions/Domain Pharma

(April 1997 to April 1998)

Technical Publications – Pharma Division

Technical Writer

Maintained documentation suite for the modular clinical data management software, Clintrial. The documentation set contained hard-copy books, help files, and online books in Adobe Acrobat format.

- ▼ Revised and rewrote user guide and quick reference card. Clintrial Enter, one of Clintrial’s modules, explained how to edit, enter, and verify clinical data. Assumed project lead to update legacy version of Clintrial. Determined updates and changes in software, coordinated documentation reviews, and updated documentation under strict deadlines. Composed Standard Operating Procedures (SOPs) about department procedures to comply with ISO 9000 requirements.
- ▼ Collaborated with other department employees to document internal department procedures. Worked with editor to update department style guide, using Microsoft’s *Manual of Style* as a prototype for department terminology and conventions.
- ▼ Drafted and conducted a survey to determine how customers use documentation to find information and investigated potential of moving Help from WinHelp to HTML-based help.
- ▼ Updated and revised a complex WinHelp system for Windows 3.1 and Windows 95/NT. Attended internal training on basics of WinHelp and external training on HTML-based help.
- ▼ Reviewed training materials for technical accuracy and assisted with trial runs of training classes.
- ▼ Worked with QA department to test software, report bugs, and review documentation.
- ▼ Worked with information architect to ensure user interface consistency across software modules and proposed changes to improve interface usability.

Fidelity Investments

(February 1996 to April 1997)

Business Information Documentation Services (BIDS)

Technical Writer

Provided cross-functional support to a major internal client/server development initiative. Produced a variety of information, including user and reference guides, Web sites, and marketing brochures.

- ▼ Wrote user and reference guides for internal Windows-based software applications. Updated existing user guide to reflect latest version of software application.
- ▼ Worked closely with engineers to design product functionality and improve user interface design.
- ▼ Planned, designed, and created department Web site. Maintained site, which included updating monthly features, monthly reports, and checking links. Converted paper documents to HTML format.
- ▼ Evaluated and recommended Web conversion/authoring tools for department. Worked with internal group to standardize Web site development and tools.
- ▼ Created and updated data sheets describing internal company applications, including a training glossary of Internet terms. Coordinated production for corporate-wide publication detailing client/server development projects. Prepared document for final reviews, printing, and distribution.
- ▼ Trained documentation department about the Internet, specifically the Web and HTML.

- ▼ Maintained and updated business and security flowcharts.

Commonwealth of Massachusetts

(July 1994 to February 1996)

Massachusetts Education Computer Network (MECN)

- ▼ Wrote user guide describing the department database to create, update, print, and maintain e-mail lists.
- ▼ Functioned as a front-line help desk for customers, assisted Internet users with password problems, kept users updated on network status, and registered students for training seminars.
- ▼ Updated and maintained all MECN e-mail lists using VAX/VMS.
- ▼ Streamlined process for updating e-mail lists by writing a user guide for department that described using the department database to create, update, print, and maintain e-mail lists.

Ætna Life and Casualty Company

(June 1988 to July 1994)

Ætna Temporary Staffing Department

- ▼ Human Resources Department — Researched, edited, and rewrote *Ætna Human Resources Staffing Guide*, a reference guide on Human Resource policy for Ætna managers and supervisors.
- ▼ GEMINI Computer Department — Created proposals/presentations for the GEMINI computer product for potential customers.
- ▼ Public Relations Department — Assisted with research of Ætna’s African-American History Calendar.
- ▼ Wrote internal publications, edited internal communications, and assisted writers with fact checking.

CONSULTING EXPERIENCE

Overwatch Systems (Formerly Paragon Imaging)

(June 2001 to April 2007)

Contract Technical Writer

I was the solo technical writer and was hired on an “as needed basis” to update documentation during release cycles. Product was image-processing software for government and commercial applications.

- ▼ Restructured the format and style of the ELT (Electric Light Table) series of documentation over several releases. Documentation for each ELT product included a standard set of books (created using FrameMaker) and help files (created using RoboHELP). ELT included four versions of software and it was my responsibility to complete the documentation suite for each product and release.
- ▼ Suggested product interface updates over various releases to standardize and simplify user interface.

H&R Block

(May 2006 to July 2006)

Contract User Experience Consultant

Worked in the User Experience department of HR Block, which was responsible for the TaxCut software. I worked on the “language project,” which improved the clarity and user experience of TaxCut software.

- ▼ Created use cases and functional specifications for both existing and new user interface requirements.
- ▼ Edited user interface for both clarity and consistency to more closely adhere to editorial standards.
- ▼ Created mock-ups and prototypes for user interface requirements.

TECHNICAL TOOLS

Authoring/Design: MS Office, Adobe suite, HTML

Other UX: Balsamiq, Survey Monkey, Qualtrics, Optimal Workshop, and various remote UX testing tools

PROFESSIONAL GROUPS

Usability Professionals' Association (UPA)/User Experience Professionals' Association (UXPA)

Member - 2001 — Present

UXPA Boston Chapter — Board of Directors from 2011 — 2013 (Workshop Coordinator)

UXPA International — Board of Directors for 2014 (At Large Member)

Member – UTEST: A private community for usability professionals

PERSONAL

Private Pilot’s Certificate (USA) – single-engine aircraft and rebuilding antique aircraft

Hobbies include traveling, specifically Canada, Iceland, Ireland and the greater North Atlantic world