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## Summary

Over twenty years experience in technical management, design, development and education.

*Including:*

- designing, developing and maintaining web sites and web applications
- managing people on creative, development, and production teams
- organizing and managing collaborative, distributed projects
- developing and implementing interaction and information design and strategy
- designing and developing computer-based applications, information, and tools
- developing and delivering technology training and documentation

## Goals

To participate in creative multidisciplinary teams developing exciting and beautiful products. To use computers to help individuals better understand the world around them. To continue to learn and grow both creatively and technically.

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## Freelance Consulting

June 1988 - Present

*Examples of recent work*

Wilderness Travel, Inc  
[www.wildernesstravel.com](http://www.wildernesstravel.com)

Outformations, Inc  
[www.outformations.com](http://www.outformations.com)

FAVR  
[www.favresearch.org](http://www.favresearch.org)

Tehiyah Day School  
[www.tehiyah.org](http://www.tehiyah.org)

Prospect Sierra School  
[www.prospectsierra.org](http://www.prospectsierra.org)

San Francisco Day School  
[www.sfds.net](http://www.sfds.net)

*Launched*

2009

2007

2006

2006

2003

2002

Dynamic, standards-based web site and application design and development, information and interface design, project management, usability testing and research, staff training, documentation, multimedia, production, process analysis and planning, and on-going site maintenance.

*Other clients include:* The University of California Office of the President, Terrestra, Redwood Day School, Pie Ranch, Classroom Connect, Marin Country Day School, Scholastic, Purple Moon, and Apple Computer, Inc.

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## Work Experience

August 2007 - Present

Manager, User Experience Design  
User Experience Developer

University of California, Berkeley, CA

Managing a team of user experience designers responsible for the design of a number of teaching and learning web applications in the Educational Technology Services department at UC Berkeley. Working with the Sakai Foundation and other community-source projects to promote and ensure best practices in user experience design and development through collaboration and training. An active member of the Fluid Project, designing, building and promoting the Fluid framework and a suite of usable, accessible web-application components.

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May 1999 - July 2001

Senior Manager, User Experience and Interface Engineering

Bigstep.com, San Francisco, CA

Managed a team of information architects, visual interface designers and engineers responsible for the design and implementation of a feature-rich web-based application. Created and documented production processes to ensure quick, error-free development. Delivered large and challenging projects on-time and on-budget often under extremely tight deadlines. Developed tools and technology for 3rd-party integration and co-branding. Defined and prioritized products and projects.

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September 1996 - May 1999

Product Design Specialist

Allegis Corporation, San Francisco, CA

Designed and scripted templates for Net-It Central, a corporate Intranet site building tool. Helped develop and maintain the Net-It Software external Web site. Designed and implemented print and on-screen tutorials. Participated in the design of a large-scale, web-based, data-driven enterprise application.

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January 1995 - June 1995

Interface Engineer

daVinci Time & Space, San Mateo, CA

Created interactive television experiences in a public domain interpreted language for simulated ITV hardware. Developed tools and processes for converting media developed on the Macintosh to formats for interactive television.

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August 1993 - August 1994

Lead Developer

Ignition Design, San Francisco, CA

Developed Amnesty Interactive, a multimedia CD-ROM for the human rights organization Amnesty International, distributed by the Voyager Company. Participated in the information and interface design. Implemented the user interaction and prepared the digital media.

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April 1989 - January 1995

Multimedia Designer and Developer

Apple Computer, Inc., Cupertino, CA

Designed and implemented on-line documentation, tools, tutorials, training, reference and task-based help systems. Usability testing. Developed training materials and tools for software localization. Presented localization training. Managed the production of audio and video.

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November 1986 - June 1988

QA Test Lead

Oxford & Associates, Mountain View, CA

Supervised a software testing team at Apple Computer, Inc. Designed tools for testing and defect tracking. Developed and implemented test plans. Evaluated software and documentation for defects. Participated in the development of network and file server administration software.

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## Education

September 1981 - June 1984

San Francisco State University

Studies included theater arts, journalism, and political and social science.

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## Skills, Tools and Technologies

XHTML, HTML, DHTML, XML, CSS, AJAX, PHP, JSP, JavaScript, jQuery, Dreamweaver, SVN, Movable Type, WordPress, Photoshop, Mac OS, Unix, and Windows.

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## Patents

[5859638](#); [5828374](#); [5825355](#); [5602996](#); [5600779](#); [5488685](#)

US Patents assigned to Apple Computer, Inc. for inventions created in the course of developing Apple Help with P. Coleman, J. Palmer, M. Powers, J. Herman, J. Powers, and G. Brewer.