



Carrie Dugan

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Professional Profile

As a User Experience Professional with twenty years experience, I bring creative strategy and design through research and problem solving, balancing user experience with technical and business implementations for large and small UX Teams and companies.

My User Experience disciplines include:

- User Research
- Interaction and Visual Design
- User Experience Strategy
- Information Architecture
- User Experience (UX) Project Management

Areas of User Research Practice

- Competitive Analysis
- Stakeholder Interviews
- Cognitive walkthroughs with Internal Team and SMEs
- Planning and executing short and long range UX goals
- Formative and Summative User Research Methods: Contextual Inquiry, Field Observations, Lab Evaluations (to include analysis of performance, satisfaction levels, areas of frustration or miscues in navigation), Task and Work Flow Analysis, Card Sorting, Affinity Diagramming and Heuristic Evaluations
- Transforming user requirements to design through: High and low level information architectural flows, identifying screen or page types, interaction or navigational elements, low and high fidelity prototyping, best practices

Areas of Interaction and Visual Design Practice

- User guidelines and user-centered design principles
- Leadership in problem solving and design strategies
- Informational and behavioral flows
- Low and high fidelity mockups to conceptualize and communicate design strategies
- UX Project Management (organization, cost estimating, maintaining balance of user experience, technology and business requirements)

Areas of Technical Practice

- Prototyping: Adobe Creative Suite, Visio and PowerPoint

- Development: Familiarity with CSS, Ajax Web 2.0, SharePoint, Database Design, C Language, Java, Java Script
- Full software development lifecycles

Professional Experience

Collabera (Issaquah, WA)

UX PM/User Researcher (contract position: Microsoft, Xbox Support)

October 2009 – Present

- Managing two UX resources – scheduling, prioritizing, teaching, project coordination and communication
- Managed KB to Wizard project, created best process document for new initiative
- Providing design direction, user flows and stories for Repair Landing Page
- Provided design direction for XOC Tool for international audiences

Global Scholar (Bellevue, WA)

Senior Interaction Designer (permanent position)

August 2008 – August 2009

- Defined Web 2.0 application interaction behavior for B2B project and international educational framework through wireframe and high fidelity prototyping
- Conducted contextual design interviews for an Item Bank design with key stakeholders, advised on a beta survey for the Bellevue School District
- Created Website design presentation, strategy, copyrighting and prototypes for Domestic and Indian Website
- Provided guidance and interaction design for projects from the Indian office

Washington Mutual (Seattle, WA)

Senior User Researcher/Interaction Designer, Technology Infrastructure (permanent position)

August 2007 – August 2008

- User-centered research and design for internal third party applications
- User-centered design evangelism through blogging, work with other researchers in the company and Toastmasters
- Provided balance of user experience implementation and business case when appropriate
- Definition of interaction and flows of internal Client and Web development tools
- Development of best practices and style guides
- Helped to initiate end to end user experience principles into projects
- Design and Research Consultant for various programs including security, eLearning, metadata, anti-money laundering, automated computer migration/deployment

Filter Talent (Bellevue, WA)

Senior Interaction Designer/User Researcher (contract position: Microsoft, Security Technology)

May 2006 – 2007

- UX evangelism across the Microsoft security senior architectural teams
- Supported a division with 126 various technologies through, stakeholder interviews, design and scenario flows, mapping and specs
- Special project virtual team, Zeno "Conceptual Modeling Team" for post-Vista release
- Managed and scoped work across features
- Special project virtual team work for the next security OS "Midori", co-author of a "Think Week" paper on Platform Security Isolation

VIACK Corporation (Redmond, WA)

Senior User Researcher/Interaction Designer (permanent position)

August 2005 – May 2006

- Client and Web-side Application Design and specifications for video collaboration software
- User research field visits with the Utah Court System
- Cognitive walkthroughs with stakeholders and SMEs while attending a San Diego Tradeshow
- Provided balance of user experience implementation and business case when appropriate
- Usability Contextual Design Implementation
- User Design and Style Guidelines

Aditi Technologies Pvt Ltd (Bellevue, WA)

UI Program Manager (contract: Microsoft, Microsoft Operations Management (Service Center Workgroup))

June 2005 – August 2005

F5 Networks (Seattle, WA)

Senior Interaction Designer/User Researcher (permanent position)

February 2005 – June 2005

- Agile Development for enterprise management tool
- Integration of user research in the Agile Process
- Developed style guide in TWiki
- Redefined Site Navigation and Interactions

Aditi Technologies Pvt Ltd (Bellevue, WA)

Senior User Researcher (contract: Microsoft, Microsoft Most Valuable Professional Website)

May – September, 2004

Heuristic evaluation for Intranet: User process and workflow review,

Task analysis, and prototyping for site navigation and interactions

Managed project with the off-shore team

Created plan for version 2.0

Siemens (Redmond, WA)

Senior Interaction Designer/User Researcher (contract: Microsoft, Emerging Technologies)

June 2003 – January 13, 2004

- Created the user experience and graphics in the Tablet PC magazine (pre-Kindle)
- Created functional user experience specifications and design guidelines
- Balance of user experience implementation and business case when appropriate
- Created user stories
- Coordinate cross-team dependencies
- User research: Recruited participants for lab and field studies, conducted user field studies, created plans and recommendation reports, created iterative designs based on user feedback

Sakson & Taylor (Seattle, WA)

Senior Interaction Designer (contract: Microsoft, HR Web)

January 2003 – May 2003

Biggerideas.com (Vendor)

Senior Interaction Designer for Performance Point (Microsoft)

October 2002 – December 2002

University of Washington (PETTT project)
September 2002 - March 2003

Sakson & Taylor (Seattle, WA)
Senior Interaction Designer (contract: Microsoft, SQL Analysis)
May 2001 - May 2002

- Instrumental in initializing, creating and facilitating new server UX guidelines cross-SQL)
- Managed cross-team dependencies with Visual Studio
- Worked closely with Internationalization
- Refined low fidelity prototypes through usability-testing
- Created over 200 product graphics and icon sets

Elf Technologies, Inc. (Issaquah, WA)
Usability Engineer/ UI Program Management (permanent position)
January 2, 2001 - March, 2001

sierrahome.com (Bellevue, WA)
UI/Special Projects Designer (permanent position)
August 2000 - January 2001

click2learn.com (Formerly Asymetrix) (Bellevue, WA)
Product Designer (permanent position)
May 1999 - August 2000
Technical Support Engineer (permanent position)
January 1995 - October 1997
Applications Developer (permanent position)

Education

University of Washington (Seattle, WA)
Technical Communications, School of Engineering, Bachelor's Degree

North Seattle Community College (Seattle, WA)
Associate's Degree

The Art Institute of Seattle (Seattle, WA)
Visual Communications Major, Associate's Degree

Professional Development

- Professional speaking UX engagement for Collabera (November 2009)
- Mobile Application Workshop, October 2009 (School of Visual Concepts, WA)
- CSS Training, BCC, March 2009
- Self-study for PMP exam, present
- Adaptive Path, UX Intensive, 2008 (San Francisco, CA)
- Operational Excellence Training Week, 2007
- SAS Reporting, 2008
- Managing Change for Leadership, 2007
- Database Design, Tutorial: "Goal-Directed Methods for Great Design"
- Alan Cooper Design, CHI 2001, Access Database (Bellevue Community College)
- C Programming (UW Continuing Education)
- JavaScript (Bellevue Community College)

Memberships

Toastmasters International – WaMu One, Greater Issaquah Toastmasters 2008 - Present
Puget Sound SigCHI, 2000 – Present

*Portfolio available upon request, online samples available online: www.biggerideas.com

References

Gerard Cattin

General Manager – (Former Manager, Viack Corporation)

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Santhosh Mukundan

Collabera, Inc. Associate Vice President (Project Lead)

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Corey Heermann (Lead Program Manager, Microsoft MVP Member Services)

Microsoft Influencer Framework

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Eric Danas

Vertafore, UX Director

Microsoft UX Manager (Former Manager in Connected Systems Division)

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Microsoft Senior Program Manager, Emerging Technologies (Former Manager)

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