

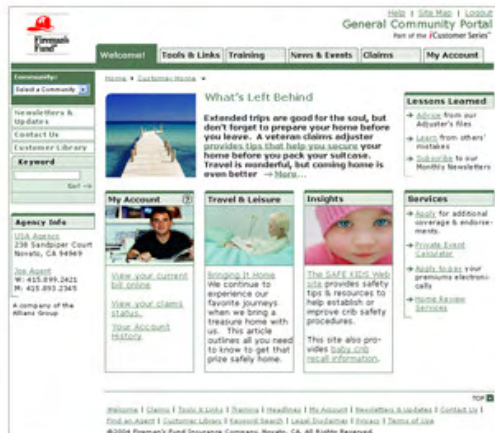
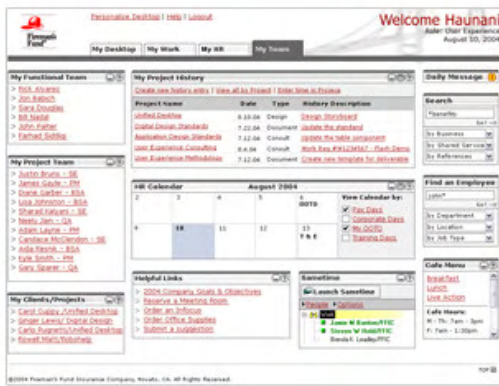
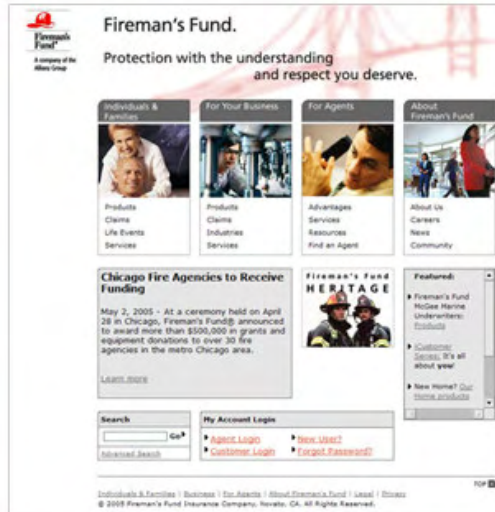
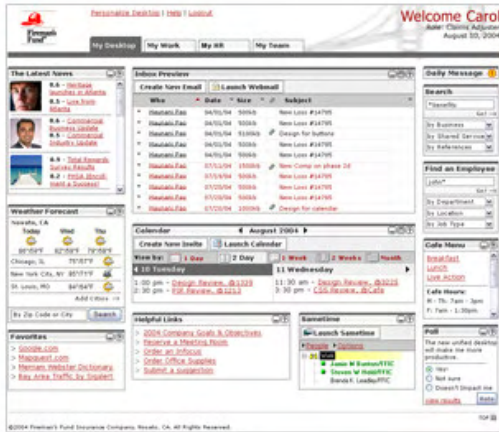
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The following screenshots are for demonstration purposes only and not to be copied and/or used beyond this intended use.

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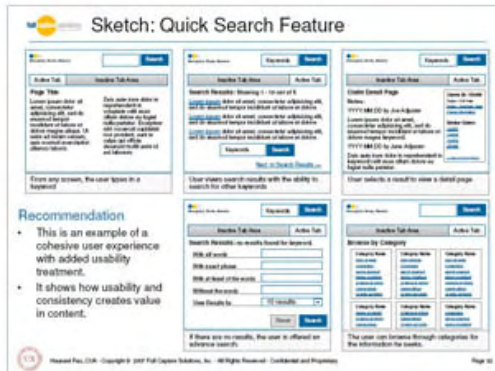
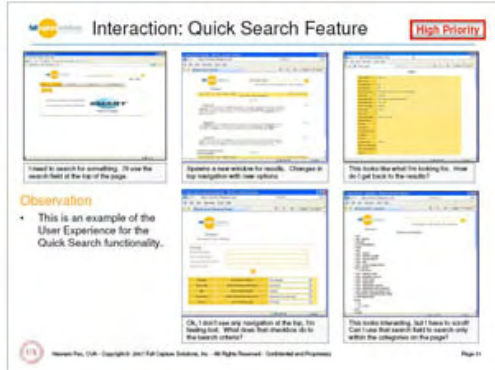
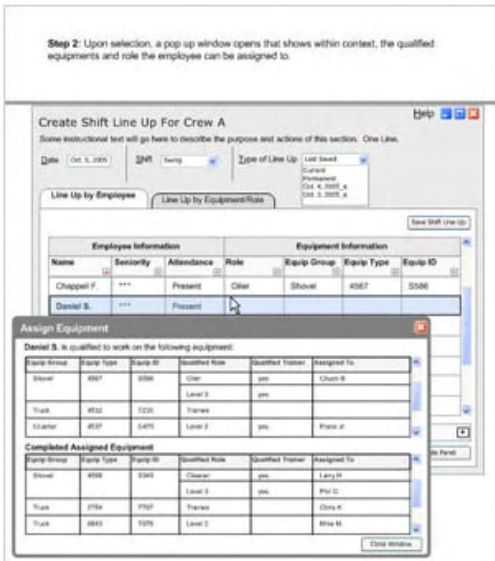
Project: Unified Desktop Design
Fireman's Fund Insurance
Role: User Experience Lead

Notes: Designed this intranet productivity tool lays the framework for revamping the Agent and Customer Extranets, as well as shaping efficient workflow and processes. This framework relies on Websphere Portal Server technologies, strengths and limitations. Created visual design, feature set and concepts based on UCD best practices, business goals, and user feedback.

Project: Public Facing Websites
Fireman's Fund Insurance
Role: User Experience Lead Designer/Art Director

Notes: Designed a clean, simple easy-to-use website for our target mature visitors. The design concepts were usability tested twice with 60 participants until the design met stakeholder goals. This design is used for all FFIC intranet, internet and extranets sites.

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Project: Modular Mining
Role: Lead Usability Analyst

Notes: Example of User Task designs for a pc application used for mining operations. The artifact helped the project team to communicate with the client to create the usability protocol and conduct the remote usability test.

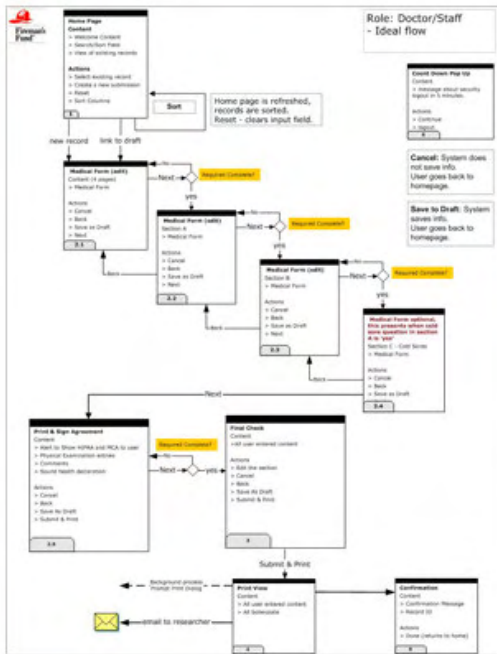
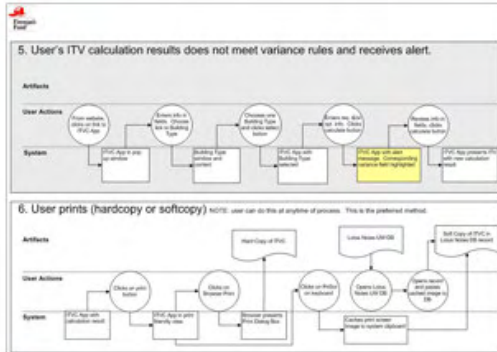
Artifacts Examples:

Design Sketch and Interaction Flow Sketches

Role: Lead Usability Analyst

Notes: Examples of sketches in recommendation reports for usability testing and expert reviews. The top example shows a design idea for difficult technology concepts. The middle and bottom examples shows how the interaction of a feature can be cohesive, support the brand and have purpose for the user's task.

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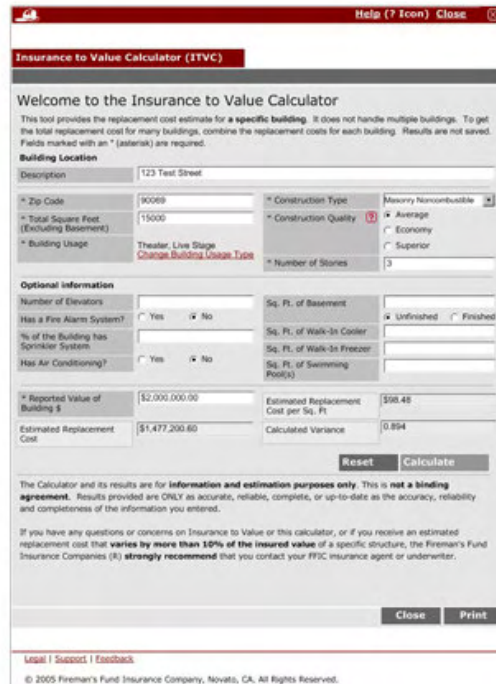
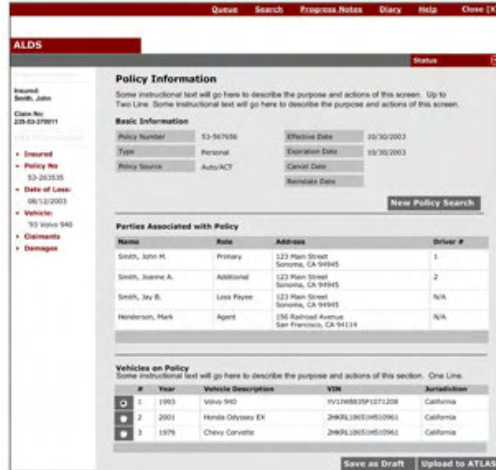
Artifacts Examples:

- User Task Process Flow (top)
- Application Screen Flow (bottom)
- Role: Certified Usability Analyst

Notes: The process flow visually shows the user task flow and interaction between the user and system as well as external artifacts.

The high-level screen flow shows a holistic user centric system with content, actions, potential errors and external processes.

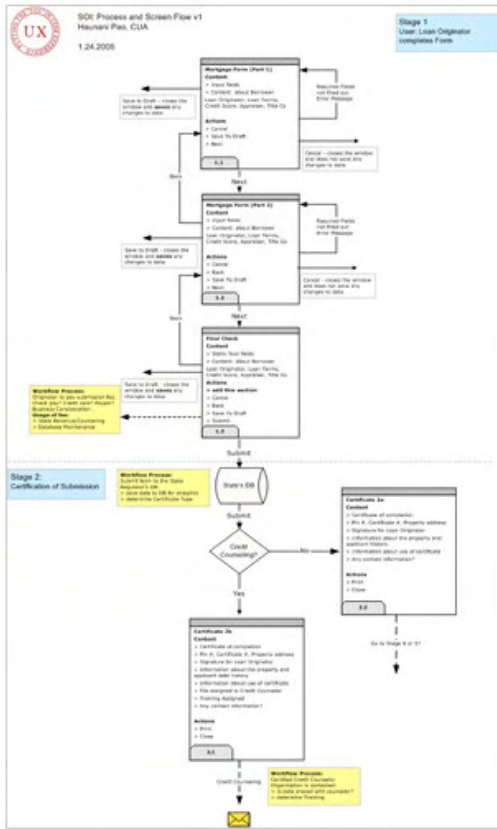
I follow a rigorous yet flexible UCD process to arrive at ideal usable solutions in application design that are technically feasible.



- Project: All Web Applications
- Fireman's Fund Insurance
- Role: User Experience Lead

Notes: Applications must support the value of the brand and the user's goals. A standards website was created to allow developers and analysts access to UCD tools, code libraries and UI patterns for consistent branded application interfaces across the enterprise.

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Artifact: Low Fidelity Wireframes
Client: Herzum Software
Role: Freelance UX Analyst & Architect

Notes: This freelance project to support an important presentation to the general assembly of Illinois. I met with stakeholders to analyze business goals, designed a wireframe of an application interface with 4 user roles and created a 14 page clickable prototype to tell the user experience story.

The client wanted to give an impression that they had already created this software, and wanted the visual design to be high-fidelity. Due to the short turn around time of 2 weeks, I created the complete user experience in visio but used soft colors to simulate a higher fidelity for a clickable prototype for the the presentation.

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Client: Daughter of Haumea
Role: Volunteer Designer and Art lover

Notes: This current volunteer effort will support the launch of an up-and-coming book which features historical descriptions of the types of community roles played by Hawaiian women in pre-contact Hawai'i. The visual design supports the artists' desire to showcase the book's prose excerpts and photography.



Project: FFIC Day of Sharing
Client: Marin Search and Rescue
Role: Volunteer Designer

Notes: Fireman's Fund allows employees a day away from work for volunteerism. I chose to help a non-profit local organization redesign their website. I spent about 20 hours gathering goals, requirements, content assets and design creation prior to the 'Day of Sharing' (DoS). On the DoS, it took 13 hours to create a 14 page website in XHTML with CSS for design and layout. Currently collaborating with Marinsar to implement design into a CMS.



Project: burningman.com
Client: Burning Man Project
Role: Volunteer User Experience Lead

Notes: 4 years as a website volunteer to bring usability to the Burning Man website. Contributor to the current design and template creation with other volunteers. This design is based on user data collected by the user experience sub-team.