

Senior Information Architect

Navigation Arts, McLean, VA

June 2010-present

I am developing information architecture for a new U.S. visas website for the redesign and migration of travel.state.gov to the Adobe CQ5 content management system for the U.S. Department of State. Based on interviews, surveys, and usability testing, we are changing the site's bureaucracy-driven information architecture to one that addresses varying levels of users' expertise and purposes for visiting the site.

- Create site maps, wireframes, prototypes, and other documentation for clients and stakeholders in the department's Bureau of Consular Affairs.
- Write scenarios and create wireframe-based prototypes for usability testing of information architecture.
- Implemented wiki-based CMS specifications to foster collaboration between information architects, designers and developers.

M.A., Communication, Culture and Technology

Georgetown University

August 2008–May 2011

My thesis, *The Form of the Web Browser and Its Social Effects*, traced the roots of contemporary debates on the web's social effects in the design of browsers by Netscape and Microsoft in the mid-1990s.

User Experience Designer

CQ-Roll Call Group, Washington, D.C.

June 2009-June 2010

I created wireframes and site maps for publications and applications to communicate business objectives to developers and designers.

- Working with editors and developers, I developed wireframes and workflows for the editorial layer to Congress.org, a grassroots advocacy website based on the Capwiz advocacy application launched in September 2009.
- Developed new information architecture and produced mockups for focus-group testing for 2010 redesign of Capwiz.
- Based on observations and discussions with internal customers, designed HTML/CSS wireframes for a web-based Unified Data Repository (UDR).
- Designed logos for Congress.org, MegaVote, and CQPolitics' blog "The Eye."

Internet Systems Specialist

U.S. House of Representatives, Washington, D.C.

June 2005–May 2009

I developed websites for members of Congress, committees, and caucuses. Within House Information Resources, I prepared briefings and seminars for colleagues and supervisors on emerging technologies and best practices.

- From November 2005–January 2007, led the redesign of House.gov.

Core Competencies

User experience design, semantic web design, Section 508 and W3C standards compliance, information architecture, graphic design principles, and typography.

Key Skillsets

Adobe Creative Suite: Photoshop, InDesign, Illustrator, Dreamweaver.

Hand-coding standards-compliant XHTML and CSS.

Prototyping with Microsoft Visio and Axure.

Current versioning systems (desktop and command-line) and Eclipse software development environment.

Pre-made JavaScript libraries, PHP, classic ASP, ASP.NET components.

Additional Training

Mobile User Experience (Nielsen-Norman Group Usability Week)
San Francisco, October 2010

Do-It-Yourself Usability Testing
Steve Krug
Washington, D.C., November 2009

Enterprise Information Architecture
Louis Rosenfeld
Washington, D.C., November 2008

An Event Apart
New Orleans, April 2008

An Event Apart
Chicago, August 2007

Presenting Data and Information
Edward Tufte
San Francisco, December 2004

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Internet Systems Specialist *(continued)*

U.S. House of Representatives, Washington, D.C.

June 2005–May 2009

- Based on site search analytics, initiated overhaul of the House's web search, culminating with the implementation of a Google custom search for House websites in 1Q 2009. This increased valuable first results from the top 100 queries from 2% to 100% and relevant results from 15% to 100%. The 15-month process was documented by Whitney Hess in her presentation "DIY UX" at An Event Apart (Boston and Chicago, 2009) and *.net* magazine (October 2010).
- Member of May 2008 Congressional delegation to Port-au-Prince, in coordination with the House Democracy Assistance Commission and USAID. Advised Haitian parliament staff on content governance and provided technical support.

Managing Director

Spazowham Design Group, Downey, California

April 2002–February 2005

I founded this agency of freelance designers and programmers to build standards-compliant and Section 508-compliant websites. While managing scheduling, budget, and staff assignments for multiple simultaneous projects, I served as the group's primary liaison, responsible for marketing and sustaining client relations, and developed training in interface design, XHTML and CSS.

- Commissions included Chrysler Design Award-nominee v-2 Organisation and the Claire Trevor School of the Arts at the University of California, Irvine.
- Our work was cited by peers in design blogs such as K10k and our homepage was referenced as a best-practice example of accessible design in *Designing With Web Standards* by Jeffrey Zeldman (1st ed. New Riders, 2003; 2nd ed. New Riders, 2007).

B.A., Studio Art, Digital Arts

University of California, Irvine

September 2000–June 2004

- For my thesis, an art book *The Minimalls of Downey, California*, I was a finalist in PenUSA's Rosenthal Fellowship Emerging Voices program in 2004 and published in the Institute for Cultural Inquiry's anthology *Searching for Sebald* in November 2007.
- Undergraduate Studio Residency, fall 2003; graduated with Studio Art Honors.
- ArtsBridge America scholar, 2002–03, taught elementary school art classes.

Webmaster and Curatorial Assistant

Beall Center for Art and Technology, Irvine, California

October 2000–August 2004

In cooperation with the Assistant Director and IT staff, I supported artists with web-based projects and maintained the website with regular updates to the gallery calendar and exhibition schedule.

- From 2002–04, my aesthetic and technical improvements to center's website were gradually implemented, culminating in a full standards-compliant redesign launched in August 2004.

References

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