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EXPERIENCE

All positions marked with a * were performed as a consultant.

User Interface Designer* **LDiscovery, McLean, VA**

5/2010 to present

Created user interface design for a suite of legal discovery software products. Developed user interface design requirements. Designed high-level information architecture for products. Worked with users in an iterative design process to create visual mockups of all screen designs. Worked with software developers to translate visual mockups to product implementation. Wrote user interface design guidelines. Collected customer feedback to integrate into design process.

Lead User Interface Designer* **Nuance, Burlington, MA**

3/2010 to present

Same responsibilities as previous work at Nuance below.

User Interface Designer* **The Vanguard Group, Valley Forge, PA**

9/2006 to 12/2010

Lead user interface designer for complete design of speech recognition phone system for providing 401(k) account information. Created sample calls, call flows and user interface design specifications. Designed natural-language front end for collection of caller intent. Created voice user interface prototypes. Conducted iterative usability testing.

User Interface Designer* **Biometrix, Chelmsford, MA**

8/2008 to 12/2008

Conducted usability testing of medical device. Evaluated device UI and documentation and provided recommendations for improving ease-of-use.

Mobile User Experience Designer* **Vlingo, Cambridge, MA**

5/2008 to 2/2010

Designed user interfaces for multi-modal mobile applications, including applications for Blackberry, iPhone and Windows Mobile platforms. Designed integrated speech and visual user interfaces. Created UI mockups and prototypes. Conducted usability testing and ran focus groups for mobile applications. Created, deployed and analyzed user surveys. Wrote user interface specifications. Created user interface designs for company web site.

Lead User Interface Designer* **Nuance, Burlington, MA**

1/2003 to 5/2008

Lead user interface teams in performing analysis and design for speech-recognition phone systems. Worked with clients to conduct needs assessment, gather requirements and develop caller profiles. Translated customer requirements into system call flows and user interface designs. Scripted and recorded sample phone calls to illustrate proposed system design. Wrote prompts, directed voice talent in prompt recording and perform audio processing of recorded prompts. Wrote user interface specifications, conducted usability testing and evaluated user interface performance as systems were rolled out. Used data analysis tools to analyze and tune performance of deployed systems.

User Interface Design Consultant*
The Vanguard Group, Valley Forge, PA

1/2006 to 11/2008

Provided user interface and strategy consulting related to client identification and security. Analyzed customer needs related to secure identification and authentication over the phone (for both automated phone systems, and with customer service representatives). Investigated alternative phone security technologies, including biometrics (speaker verification). Developed strategy and approach for enhancing phone security, and documented approach through sample call design.

User Interface Design Consultant*
Affinio Corporation, Cambridge, MA

10/2005 to 1/2007

Assisted in design of information architecture and user interface for web (AJAX) based search application. Analyzed user needs and workflows. Worked with product management, developers and graphic designers to translate workflows and user needs into effective screen designs. Designed and conducted usability tests, and provided recommendations for interface design improvements based on usability test results.

User Interface Design Consultant*
The Vanguard Group, Valley Forge, PA

7/2003 to 12/2005

Provided user interface consulting in the redesign of a mixed touchtone/speech IVR for call routing and automated account information. Analyzed existing systems and integrated several systems into a unified user interface. Wrote and recorded sample calls, assisted with design of call flows and user interface specifications, and assisted in design and execution of usability tests. Conducted user interviews to identify priorities for system enhancements.

User Research Consultant*
The Vanguard Group, Valley Forge, PA

9/2002 to 1/2003

Developed and executed customer contact program designed to increase the operational efficiency with which Vanguard works with its 401(k) clients. Design program approach and assembled and led program team. Created all program deliverables and data collection and analysis tools. Conducted pilot customer visits and refined program approach.

User Research and Interface Design Consultant*
The Vanguard Group, Valley Forge, PA

4/2002 to 8/2002

Designed a business-to-business model for Vanguard's Full Service 401k plan business. Met with clients and conducted contextual observations to understand client business processes. Worked with project teams to redesign existing business processes using the Internet to increase efficiency and improve customer interaction. Developed storyboards to illustrate the business-to-business Internet strategy for senior management and clients.

Usability Engineer/User Interface Designer*
Network-1, Inc., Waltham, MA

3/2001 to 3/2002

Conceptualized and designed a web-based user interface for a distributed software firewall designed for use by network administrators. Conducted customer interviews to assess strengths and weaknesses of current product. Performed user analysis and task analysis to help prioritize needs for product functionality. Created the product's information architecture. Wrote detailed user interface requirements. Designed and specified all product screens. Built functional, fully-detailed user interface prototype using HTML, DHTML, XML and JavaScript.

User Experience Designer *
Cogentric, Wakefield, MA

9/2000 to 12/2000

Designed user interface for web-based security and performance assessment application. Conducted user analysis to characterize the key users of the application. Conducted task analysis to identify the primary tasks that each user would complete. Designed the information architecture of the application through multiple iterations. Completed a working prototype of the user interface using Dreamweaver, HTML and JavaScript. Presented user interface design concepts to senior management.

Usability Engineer *
The Vanguard Group, Valley Forge, PA

1/1993 to 9/2000

Provided a full range of user centered design services. Major projects included:

- Started and managed corporate usability team.
- Wrote corporate user centered design methodology, and prepared examples and templates of all user centered design deliverables. Instituted user centered design methodology as part of Vanguard's standard system design methodology.
- Developed corporate standard for writing user interface specifications and developed Microsoft Word-based UI specification tool.
- Developed a customized user centered design methodology for a multi-team, component based system development process and trained all project teams in this methodology.
- Designed user interface for 401k termination processing application. Conducted user and task analysis. Facilitated workflow teams to document current and future state workflows. Participated in writing system functional requirements. Facilitated multi-disciplinary team in writing UI requirements and designing user interface. Completed user interface mockups and prototypes. Conducted usability testing. Designed and wrote user interface specification.
- Conducted redesign of a suite of ten applications used by Vanguard's Institutional phone center. Conducted contextual interviews of phone associates. Wrote summary report to management recommending UI requirements for new system design. Conducted focus groups of users and management to collect functional and UI requirements. Conducted task analysis of all phone center processing tasks. Lead multi-disciplinary teams in design of new user interface for applications. Created UI prototype for new applications. Conducted multiple rounds of usability testing, documented usability testing results and recommendations, and presented results to management. Wrote application user interface standards. Conducted follow-up focus groups and interviews after application was launched to determine success of the application and to gather requirements for future project phases.
- Lead brainstorming sessions to design future vision of integrated personnel data management system. Conducted user and task analysis for system. Created user interface prototype, and presented prototype to senior management and to product development teams.
- Developed several training courses on usability and user centered design, and trained product design teams on usability methods.
- Designed user interface for a suite of applications to support the Retail call center. Participated in collaborative design team sessions. Completed user interface mockups. Conducted user walkthroughs and usability testing.
- Conducted usability testing and provided UI recommendations for a new account processing application.
- Wrote corporate UI standards for client-server applications.
- Documented current state business process workflows of Human Resources department.

- Designed user interface for Institutional Operations loan, withdrawal and exchange processing system. Facilitated design team in documenting departmental workflows, writing functional and user interface requirements, designing user interface and conducting usability testing.
- Facilitated multi-disciplinary team in documenting current and future state business process workflows for Institutional self-directed 401k stock purchase system.
- Prepared training seminar on web usability, and delivered to Vanguard's entire web design division.
- Wrote corporate UI standards for interactive voice response systems.
- Conducted usability testing and a competitive analysis of Vanguard's Retail division interactive voice response account information system.
- Designed, evaluated and conducted usability testing of numerous aspects of Vanguard's Retail division interactive voice response call routing system.
- Conducted usability testing and a competitive analysis of Vanguard's Institutional division interactive voice response account information system, redesigned the user interface to this system, and conducted usability testing of the new user interface.
- Conducted usability testing and provided UI expert review for the Vanguard Bridge, a web site for 401k clients.
- Conducted usability testing and provided UI expert review for Vanguard Online, a proprietary web site for 401k plan participants.
- Conducted usability testing and provided UI expert review for the transaction processing area of Vanguard's public web site.
- Designed the user interface for the Vanguard area of America Online.
- Designed the user interface for Java-based corporate literature fulfillment system. Conducted user walkthroughs and multiple rounds of usability testing. Wrote user interface specification.
- Participated in multi-disciplinary team to write corporate UI standards for all web-based applications and web sites, and to develop a web site to present these standards to product development teams.
- Designed UI architecture for web-based processing desktop for the Institutional Operations division. Lead multi-disciplinary team in reviewing departmental workflows and existing Windows and character based user interfaces, and designing a browser-based UI to replace these legacy systems. Designed prototype of new user interface, and presented user interface to senior management.
- Designed user interface for web-based process scheduling system. Facilitated user interface design sessions, designed UI mockups and prototypes, conducted usability testing, and wrote system user interface specification.
- Wrote and produced HTML-based UI style guide for the Institutional Operations web-based desktop.

Usability Engineer *

Bose Corporation, Framingham, MA

7/1995 to 7/1996

Conducted expert evaluation of user interface hardware, software and documentation for a home theater audio system. Conducted a usability training seminar for product design teams. Lead product teams in collaborative user interface requirements gathering sessions. Assisted in recruiting and hiring of usability staff.

Usability Engineer *

Monsanto, Springfield, MA

6/1991 to 11/1992

Conducted contextual analysis of engineering operations of a plastic manufacturing plant. Studied manufacturing process to determine usability deficiencies in existing information systems. Observed and documented physical environment of plant. Designed user interface mockups and prototypes of systems for improving communications among engineering and manufacturing personnel.

Usability Engineer ***Digital Equipment Corporation, Maynard, MA****6/1989 to 5/1991**

Assisted in design of software for control of chemical manufacturing plant. Conducted contextual interviews of control plan operators. Performed task analysis of control room operations. Wrote user scenarios to capture and explore user interactions. Designed user interface mockups and prototypes of collaborative control software user interface.

User Interface Designer ***ESCA Corporation****11/1988 to 4/1989**

Designed the user interface for a system used by electric utilities to monitor power distribution. Conducted observations and interviews of system users. Worked with engineering team to design prototype user interface screens.

Usability Engineer ***SmartRoutes Corp, Concord, MA****9/1988 to 12/1988**

Provided user interface consulting on the design of an intelligent traffic information collection and distribution system. Reviewed and advised on design of hardware, software and documentation.

* As consultant

Senior Human Factors Engineer**Digital Equipment Corporation, Maynard, MA****7/1983 to 12/1988**

Performed human factors design, evaluation and testing of computer hardware, software and documentation. Specialized in hardware and software usability testing, interface design, and video display and printer human factors. Responsibilities included:

- Participating in product design teams through all stages of product development.
- Performing task analyses, usability testing and controlled experimentation.
- Administering customer questionnaires and interviews, conducting product evaluations, and designing hardware and software user interfaces.
- Managing project activities, budgets and personnel.
- Designing and executing product evaluations.
- Writing and presenting evaluation results.

EDUCATION**Tufts University, College of Arts and Sciences**

B.S. in Engineering-Psychology. Dean's list. December 1982

TECHNICAL SKILLS

HTML, JavaScript, Macromedia Dreamweaver, Macromedia Fireworks, Visual Basic, Visio, Word, PowerPoint, Excel

PUBLICATIONS

Kukla, Charles, Morse, Robert, Clemens, Elizabeth, Cash, Debra. Designing Effective Systems: A Tool Approach, in Paul S. Adler and Terry A. Winograd (eds.). *Usability : Turning Technologies into Tools*, Oxford University Press, 1992.

Kukla, Charles, Morse, Robert, Clemens, Elizabeth, Cash, Debra. *An approach to Designing Effective Manufacturing Systems*, Proceedings of the Conference on Technology and the Future of Work, Stanford University, 1990.

Morse, Robert S. *Glare Filter Preference: Influence of Subjective and Objective Indices of Glare, Sharpness, Brightness, Contrast and Color*, Proceedings of the Human Factors Society 29th Annual Meeting, 1985, 782 - 786.

Kreifeldt, J.G. and Morse, R. *The Moment of Inertia of Common Objects: A Prediction Equation and its Relevance to Design*, Proceedings of the Human Factors Society 27th Annual Meeting, 1983, 787 - 801.