

## QUALIFICATIONS

- User Experience**
- Over 10 years practicing user experience design, research, testing and evaluation.
  - Breadth of domains and platforms including e-commerce, enterprise, POS, web and desktop.
  - Hands-on tactical and high-level strategic work.
  - Excellent understanding of the technology behind the interface.
  - Sample clients: Macy's, Dell, Chevron, Sun Microsystems, Cisco.
- Client and Project Management**
- Project lead for multi-disciplinary teams including business, engineering and design.
  - Adept at presenting findings, concepts and designs to core teams and C-level executives.
  - Skilled at budget, time and team management.
  - Excellent written and verbal communication.

## EXPERIENCE

- 2001 – Present      **User Experience Consultant**  
Providing user experience expertise including design, user research, strategy, and testing.
- 2005 – 2009      **Project Director, Course Instructor**  
Human Factors International  
Technical and client lead on over 28 projects resulting in nearly \$2 million in revenue. Created work product and deliverables for user research, concept development, evaluations, design and testing. Worked with a range of clients from Fortune 500 companies to “startups”. Taught 20 public and private courses on user-centered design. Managed local and international remote small teams to meet budget and time constraints. Cultivated long-term relationships with clients. Helped create proposals and participated in sales calls and visits. Helped build new deliverable templates and processes.
- 2004 – 2005      **Product Designer**  
Check Point Software  
Created designs for server management application and desktop client, advocated good usability, performed usability testing. Worked with team members to scope, define and implement new features.
- 2001 – 2004      **Manager, UI Architecture**  
Pivia, Inc.  
Redesigned administrative interface for enterprise software package to increase efficiency, resulting in decreased number of “clicks” by over half. Created a more focused IA and taxonomy that was easier to learn and understand. Worked with product management and engineering to define and organize new features to be user-centered. Promoted user-centered design methodologies throughout the office. Managed a small, multi-disciplinary team to design new screens and features. Developed advanced DTHML prototypes and templates.
- 2000 – 2001      **User Interface Architect**  
Capstan Systems  
Drove user-centered design efforts for a global supply-chain ASP. Evaluated existing interfaces, redesigned screens and processes, reviewed new functionality, developed application-wide standards, participated in feature development, and educated co-workers on good usability.

## SEAN MCLEARY, CUA

1999 – 2000

### **Principal UI Architect / Senior Application Designer**

Catalyst Resources

Designed and implemented "best practices" user interface solutions for major web-based B2B applications for clients like Cisco, Sun Microsystems and Agile Software. Managed projects to meet time, budget and technology constraints. Developed advanced DHTML prototypes and HTML templates for use in live applications. Led development of standards and methodology for use internally.

1997 – 1999

### **Senior Designer**

Merideo Incorporated

Created designs and prototypes for web-based applications and websites for primarily Silicon Valley-based large enterprises. Worked with clients to finalize the designs, produced templates for engineering and participated in code and design reviews.

## EDUCATION, CERTIFICATION

1996

### **Stanford University**

B.A., Urban Studies / Urban Design and Architecture

2007

### **Certified Usability Analyst**

Human Factors International

## ET CETERA

**Co-Author** – *“Five Dimensions of User Experience: Balancing Business and User Experience Perspectives to Create Successful E-Commerce Sites”*, Whitepaper, May 2008

**Presenter** – *“Optimizing e-Commerce UX: Create websites that empower customers, are effortless to use, and create a joyful shopping experience”*, Live Webcast, June 2008

**BayCHI** – *Member, Consultants Directory Coordinator*

San Francisco Bay Area chapter of the ACM Special Interest Group on Computer-Human Interaction.