Evangeline Haughney

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EDUCATION

Carnegie Mellon University
Masters of Human Computer Interaction
August 2004

University of California, San Diego
Bachelors of Art in History, Minor in Chemistry
1994

GRADUATE EXPERIENCE

TeamMail
Project manager and Design Lead on a Master's capstone project for a major US software development company that focused on designing collaboration tools for knowledge workers. Conducted user interviews, competitive analysis, ran user testing, and created lo and hi fidelity prototypes.

DocuScope
Developed a website that announced DocuScope, a tool that helps writers visualize language. Researched users to identify a potential target audience, developed metaphors for visual design language, and created information architecture and navigation flow.

Web Survey Tool
Designed a front end interface for a JSP tag survey tool that supports complex question logic while increasing usability for non-programmers. Performed a variety of HCI methods to inform the design of paper prototypes and lo fidelity prototypes.

PROFESSIONAL EXPERIENCE

Kaiser Permanente Mid-Atlantic Region

Documentation and Business Process Manager   2000 - 2003

Upgraded a 3000 topic Online Help system to a multi-department Intranet Knowledge-base. Designed web page content and navigation. Implemented quarterly user groups to conduct usability testing to validate Home page designs.

Responsible for developing project plans and performance metrics. Managed a team of employees and remote contractors.

SKILLS

HCI Methods
Cognitive Walkthrough
Contextual Design
Contextual Inquiry
Focus Groups
GOMS Analysis
Heuristic Evaluation
Interaction Relabeling
Think Aloud Usability Testing

Design
Illustrator
ImageReady
InDesign
Maya
PaintShop Pro
Photoshop

Digital Prototyping
Dreamweaver
Flash
HTML
VISIO
Visual Basic.NET

Physical Prototyping
Basic Stamp Circuitry
Plastic Vacuum Forms
Woodworking

Interests
Usability
Product Design
User Centered Design

PROFESSIONAL EXPERIENCE

Kaiser Permanente Mid-Atlantic Region

Documentation Team Lead   **1999 - 2000**

Documented system upgrades and business process changes for Health Plan departments. Developed a documentation review cycle consisting of templates, peer editing, and Subject Matter Expert participatory design. Oversaw monthly online help publishing cycle.

Documentation Specialist   **1999**

Lead writer for a team of ten remote technical writers. Planned, consolidated, and deployed a 6MB master WinHelp system composed of seven separate help projects. Integrated Claims departmental policies and procedures and system workflow in an Online Help system.

Kaiser Permanente Southern California Region

Technical Trainer   **1996 - 1999**

Collaborated in participatory design teams for the development of an enterprise-level accounting system. Created User Acceptance test scripts and task workflows. Developed Online Help for membership accounting and financial systems. Designed and delivered stand-up instruction to over 1000 users.

Account Administrative Representative   **1995 - 1996**

Customer service representative responsible for accounting maintenance, billing, reconciliation, and reporting.

PROFESSIONAL ORGANIZATIONS AND AWARDS

Member of the Society for Technical Communication (STC)

Washington, DC STC Chapter Online Communication Competitions
2003 Excellence Award - Kaiser Permanente's J-Point Online Help
2002 Merit Award - Kaiser Permanente's MACESS Online Help

PORTFOLIO

Online portfolio available at http://www.evangelinehaughney.com/portfolio/portfolio.htm

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