

MARK HEALY

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SUMMARY

- Ten years experience designing large-scale, high visibility web sites and applications
- Proven leadership capabilities
- Dedicated team player with excellent communication and problem solving skills
- Passionate advocate for the end user
- Proven skills in user research
- Experience working in both large and small companies across multiple industries

WORK EXPERIENCE

2006 – Present: POP, Seattle, WA.

User Experience Manager

POP is a fast-paced, dynamic interactive agency with a prestigious national and international client roster. My role includes:

- Managing a team of user experience architects
- Facilitating workshops with clients to understand business needs and user goals
- Defining the user experience strategy for clients
- Advising on and implementing user research methods
- Producing user flows, site architectures and wireframes to communicate the user experience
- Working with internal teams on process improvements

2004 – 2006: WatchGuard Technologies Inc. Seattle, WA.

Senior User Interaction Designer

As a Senior User Interaction Designer, I was responsible for all elements of the user experience for the company's websites & web applications. My role included the following:

- Translating business requirements into effective user experiences
- Producing wireframes, sitemaps, and prototypes using a variety of tools
- Conducting user research including card sorts and user interviews

2002 – 2004: Adaptis Inc. Seattle, WA.

Senior User Interface Designer

Responsible for the user interface, visual design and usability of the company's suite of healthcare applications.

- Defined the user interface standards and best practices for online and desktop applications
- Incorporated a user-centered design methodology to the Adaptis software development lifecycle
- Developed both paper and interactive prototypes using Visio, Photoshop, and HTML
- Conducted usability tests, contextual inquiries, and user task analysis
- Developed personas for use in software development

2000 – 2002: NetUPDATE Inc. Redmond, WA.

Product Design Manager

Promoted to Product Design Manager from Product Designer within 6 months and managed two to five designers. I lead the team in the visual design and UI design of NetUPDATE's applications.

- Designed new product features by creating interactive prototypes using HTML and ASP
- Created the UI Style Guide for NetUPDATE applications
- Served as overall project lead for the re-design of the UI for the LoanUPDATE product
- Designed the user interface for the incorporation of the LoanUPDATE features into the Fannie Mae platform

1999 – 2000: Ignia LLC / Microsoft Corporation, Redmond, WA

Design Lead

Promoted from Web Designer to Design Lead, I was responsible for the design of the Microsoft Direct Access and Microsoft Certified Solutions Provider (MCSP) websites.

- Responsible for the production and launch of the MCSP website redesign
- Managed members of the production staff
- Collaborated with groups at Microsoft on site developments
- Produced design mock ups for various websites

EDUCATION

2008-2009 University of Washington

Graduate Certificate – Design Firm Leadership & Management

2003-2004 University of Washington

Graduate Certificate – User Centered Design

2001-Bellevue Community College

Visual Basic

2001-911 Media Arts Center

Adobe After Effects

1999-School of Visual Concepts

Macromedia Flash

1997-School of Visual Concepts

HTML/Web Design

1993-1995 Seattle Central Community College

Two-Year Certificate in Graphic Design and Illustration