

RESUME

Kathy E. Gill

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Summary

Kathy Gill is a usability advocate, specializing in information architecture, user interface, usability testing, and Americans with Disabilities Act conformance. From helping determine site goals and objectives to the coding of prototypes or conversion of existing web sites, she brings a user-centered mindset to a web development team. She is a skilled new media communicator, an award-winning writer and editor, and an experienced and highly rated trainer/teacher. Excellent written and oral communications skills; accomplished in project management, strategic planning, needs assessment, and analysis.

Experience

Web Developer, eLearning. Contract, SAFECO, Seattle, WA, August-September 2002.

- Developed functional specification for internal eLearning pilot project led by Accenture for SAFECO. Established information architecture; implemented artist's graphic design, making recommendations for type size and formatting, based on SAFECO style guide and ADA/Section 508 constraints; determined interactivity; created review quiz using javascript; coded modules with Dreamweaver from source files formatted in Word.
- All pages passed HTML 4.01 validation check. All pages provided systematic keyboard shortcuts to content links.

Information Architect, intranet. Contract, Boeing, Renton, WA, March-July 2000.

- Advised the team developing Intranet web site for Boeing Commercial Airplane Group Information Services Vice President. Advised team on site information architecture, interface, user identification, usability, user tasks.
- Created site prototype; migrated prototype to production.

Usability/Interface Consultant, intranet. Contract, Microsoft, Redmond, WA, December 2000 -January 2001.

- BEST consulting vendor contract with Microsoft to migrate Visual Basic application to the web.
- Developed general use scenarios, recommended interface design changes based on Web norms and corporate style.

Information Architect, eCommerce. Contract, Hardware.com, Seattle, WA, January-March 2000.

- BEST consulting contract with Hardware.com to convert Quark files to HTML.
- Analyzed syndicated content and made recommendations on Quark styles and XML DTDs.

Training Consultant, intranet. Contract, AT&T Wireless, Redmond, WA, March-December 1999.

- Created product documentation and developed training materials for internal AT&T Wireless application (Java/COBRA) designed to integrate legacy systems by providing single GUI; three-tier architecture.
- Re-purposed training information for web delivery; scope ranged from end-user to system administrator.

Web Developer, intranet. Contract, Boeing, Renton, WA, January 1997-March 1999.

- Identified and incorporated end user requirements into internal web sites supporting the DCAC/MRM program.
- Developed use cases for testing company-wide Web Help site prior to McDonnell-Douglas merger.
- Subject matter expert for designing accessible web sites; gave three presentations to internal audiences.

Independent Consultant

Technical Contract Trainer, MediaPro, Bothell WA, January 2002 – present.

- Teach one-day workshop each month on web usability fundamentals:
<http://www.cyberwriter.com/mediapro/>

Project Manager/Developer, Georgia WIN List, Atlanta, GA, August 2000 to present.

- Advocacy web site; developed a look-and-feel that complemented existing print collateral.
- Maintain site and update it with each new event.

Project Manager/Developer, The Gallatin Group Seattle, WA, August 2000 to present.

- Public affairs firm; developed a web site that complemented existing print collateral.
- Maintain site; currently training in-house staff to take over maintenance.

Information Architect/Consultant, Plum Creek Timber, Seattle, WA, April 2000 to present

- Teamed with graphic artist to design new web site for major Northwest forest products company.
- Analyzed existing corporate site and content; identified audiences and developed audience survey for company to implement; developed site architecture to blend visitor and corporate goals
- Advised client on repurposing existing editorial for web readability and scanability
- Managed major site content change Fall 2001 post-merger.

Information Architect/Consultant, BidCrawler, Bellevue, WA, April 2000 to June 2000

- Teamed with graphic artist to re-design web site for international start-up.
- Led management through audience identification; developed use cases; translated artist concepts to web-safe, accessible design; coded prototype and production templates, under extreme deadline pressure.

Technical Writer and Editor, Hungry Minds (IDG Books), Foster City, CA., February 1999 to present.

- At request of Hungry Minds, wrote sample chapter for book on Web usability; on hold.
- Wrote chapter on web development tools for IDG book to be published September 1999; served as technical editor on additional chapters. Book eventually published by different publisher.
- Wrote two chapters for *The Internet Bible*, second edition; one chapter concerned web development tools for the Macintosh and the other was the explanatory chapter for Netscape Navigator. Assisted on chapter for a separate Linux book.
- Technical editor for “Dummies” series book on AOL 6.0, PC.

Employers

Instructor, Seattle Community Colleges, Seattle, WA, March 2001-present.

- Developed new course, Interface Design. Taught Spring and Fall 2001, Spring and Fall 2002.
- Developed new course, Web Tracking and Research. Taught Spring 2001.
- Developed new course, Advanced Web Design. Taught Fall 2001; Winter, Summer and Fall 2002.
- Revised existing course, Web Authoring 2. Taught Winter and Spring 2002.
- Developed new course, Writing and Editing for the Web. Tentatively scheduled 2003.
- Effective Presentations with Powerpoint. Taught Winter 2002.

Associate (Usability Advocate), BEST Consulting, Kirkland, WA, January 2000 - February 2001.

- Created prototype web application based upon custom application for managing employee records and accident reports onboard cruise ships.
- Guided BEST management on internet site redesign, focusing on site goals, corporate goals and audience identification.

Training Consultant, Codesic, Kirkland, WA, April - December 1999.

- Created and delivered training to two core employee groups for AT&T Wireless: customer support and system administration.

Web Consultant, Media Pro, Bothell, WA, January 1997 - March 1999.

- Wrote “how-to” guide to building web pages for internal Boeing “web help” site. Developed “help” guides for common web activities, such as downloading files in native format (Excel, Access, and Visio).

Computing Skills

Hardware: IBM PCs and compatibles, including Apple
Operating Systems: Apple, Windows, *nix
Applications: WordPerfect; Word, Excel, Access, PowerPoint; PageMaker, FrameMaker, PhotoShop, Illustrator; Quark; Fireworks, DreamweaverMX, ColdFusionMX, FireworksMX, FlashMX, HomeSite; BBEdit; Fetch, CuteFTP; Eudora, Pine, Outlook; Lynx
Related Skills: Thorough knowledge of personal computing hardware and software, including word processing, spreadsheet, database, desktop publishing and web development software. Type 90+ words a minute.

Education

Master of Science: Agriculture Economics
Virginia Polytechnic Institute and State University

Bachelor of Arts: Journalism with minor in Agricultural Economics
University of Georgia

Other Education and Training

- Seminar, Cold FusionMX, Media Pro, Bothell. 2002.
- Seminar, Goal-Directed Design, ACM and Cooper Design, Bellevue. 2002
- Seminar, Active Server Pages, DigitalEve, Seattle. 2001.
- Seminar, Curriculum Design, BEST Consulting, Kirkland. 2000.
- Seminar, Database Design, BEST Consulting, Kirkland. 2000.
- Seminar, Project Management, BEST Consulting, Kirkland. 2000.
- Seminar, Visual Design of Information, Edward Tufte, Seattle. 1999.
- Seminar, Web Design World, Thunder Lizard Productions, Seattle. 1999.

Awards, Certificates and Recognition

- Author, "Politics as Usual: A Usability Analysis of Presidential Candidate Web Sites," ACM *Interactions*, October-November 2000.