

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

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

- Developed new course, Interface Design. Taught Spring and Fall 2001, Spring 2002.
- Developed new course, Web Tracking and Research. Taught Spring 2001.
- Developed new course, Advanced Web Design. Taught Fall 2001 and Winter 2002.
- Web Authoring 2. Taught Winter and Spring 2002..
- Developed new course, Writing and Editing for the Web. Not yet scheduled.

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

- For Boeing, *Information Architect* consultant advising the team developing Intranet web site for Boeing Commercial Airplane Group Information Services Vice President. Advised project team on site information architecture, interface, user identification, usability, user tasks; prepared site prototype and migrated prototype to production.
- As a project team *Information Architect*, analyzed syndicated content for Hardware.Com and made recommendations regarding styles and XML (DTDs) for converting Quark files for use on the company's web site.
- As a project team *Technical Writer*, assisted in development of Courseware Mark-Up Language; a draft paper has been accepted for publishing at MIT Press.
- As *new media consultant*, developed multi-media presentation for annual BEST sales meeting.

Training Consultant, AT&T Wireless, National Business Ordering, Redmond, WA, April to December 1999.

Employee of Codesic, Kirkland, WA.

- 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 includes NT and HP/UX.
- Delivered training to two core employee groups: customer support and system administration. Re-purposed training information for web delivery; scope ranged from end-user to system administrator.

Web Consultant, Intranet, The Boeing Company, DCAC/MRM, Renton, WA, January 1997 to March 1999. Employee of MediaPro, Bellevue, WA.

- Identified and incorporated end user requirements into internal web sites supporting the DCAC/MRM program. Ensured web sites were accessible to all browsers and end users
- 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).
- Advocate and subject matter expert for designing accessible web sites; invited to give three presentations to internal developer audiences.

Public Affairs Director, Northwest Pulp and Paper Association, Bellevue, WA, 1990 to 1996.

- Responsible for all editorial and production. Analyzed and rewrote technical documents. Developed press releases and background papers.

- Proposed, obtained budget for and created award-winning special publication highlighting pulp and paper industry environmental accomplishments. Extensive project management and editing skills required. Received American Society of Association Executives Gold Circle award, "one-time" publication.
- Technical paper presented at The Technical Association for the Pulp and Paper Industry (TAPPI) named "best environmental communications."

Independent Consultant

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

- For advocacy web site, developed a web site 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.

- For public affairs web site, 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
- Project is in third iteration and should go live by 1 February

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

- Teamed with graphic artist to re-design web site 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.

Project Manager/Developer, Washington Citizens for World Trade, Olympia, WA, February to August 1999.

- For advocacy web site, coordinated development of art, ensuring that colors were browser-safe; re-purposed existing content; set site goals; identified site audiences. Developed prototype and executed production site.
- Interacted with six-person advisory committee composed of senior level managers from national and international forest products companies.
- Trained WCWT staff in basic web site maintenance, from how to use HTML editor to how to FTP files to the web site.

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

- At request of Hungry Minds, writing sample chapter followup to book proposal on Web usability, current.
- 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.

Columnist, About.com, New York, NY., 1997 to 2000.

Three years writing column, promoted via e-mail newsletter, and managing resource links for agriculture.

Teaching/Training

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

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

Adjunct Professor, Pacific Lutheran University, Tacoma, WA, January 2000.

- Taught Business Communication, required course for MBA students.

Part-Time Instructor, Highline Community College, Des Moines, WA, April 1999 to June 2000.

- Taught IMP 202 and 203, Webmaster classes, introduction to web servers and designing interactive web sites.
- Syllabus and materials at <http://www.dotparagon.com/HCC/>.

Technical Trainer, Bellevue Community College, Bellevue, WA, August 1998 to October 2000.

- Taught one-day class, Writing for the Web, two times per quarter.
- Top ranked trainer for the technical writing certificate. Materials and evaluations at <http://www.cyberwriter.com/BCC/>.

Dale Carnegie Instructor, Bellevue WA, 1994-1997.

- Taught a 12-week course in human relations with approximately 40 participants; trained, managed and motivated graduate assistant team of six professionals who set individual and team goals for the course.

Computing Skills

Hardware: IBM PCs and compatibles, including Apple

Operating Systems: Windows, UNIX, Macintosh

Applications: WordPerfect; Word, Excel, Access, PowerPoint; PageMaker, FrameMaker, PhotoShop, Illustrator; Quark; Fireworks, Dreamweaver, HomeSite, ColdFusion Studio; 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

Awards, Certificates and Recognition

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

Award, *Technical Association of the Pulp and Paper Industry*. Environmental Division Best Paper, general topics. 1993.

Award, *Puget Sound Chapter, Public Relations Society of America*. Totem Award, special one-time publication. 1992.

Award, *National Council of Farmer Cooperatives*. First place, educational materials. 1990.

Award, *Cooperative Communicators Association*. Second place, editorial. 1988.

Award, *National Council of Farmer Cooperatives*. First place, newsletter. 1987.

Award, *National Council of Farmer Cooperatives*. First place, annual meeting promotional materials. 1984.

Award, *National Milk Producers Federation*. First place, editorial and annual report. 1984.