

David J M Harrison

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Preamble

With more than thirty years of software engineering, team leadership and management experience, my ability manage organizations or to facilitate usable design solutions as a UX Designer has matured into my primary professional offering, with the keystones being communication and collaboration.

Skill Set

Communication, Intuitive Listener, Negotiator, Arbitrator, Mediator, Management, UX Designer, Heuristic Evaluations, Wire Framing, Paper Prototyping, Usability Testing, User Research, User Centered Design, User Stories, Use Cases, Sitemap, Task Analysis, Content Analysis, HTML5 / CSS / Javascript / PHP / SQL, SQA, Photoshop, Logos/Graphics, Agile Manifesto, IDEATE

Business Domains

Printer Technology, High Availability, Financial, Real Estate, Education, Call Centers, Natural Health Care, Data Mining, Art

Previous Clients and Companies

OBVITA Organics, Buyers Oracle, Liberty Mutual, Davox Corp, Softwatch Inc., WebMD, CRI Inc., OPTAS Inc., Schering-Plough Corp, Clam Associates, Phoenix Technologies, Compaq, IBM, Citibank, Wang Laboratories, Data Group Corp, Data Institute

Employment History

User Experience Designer /Owner

2010 to 2013

OBVITA Organics and Natural Health LLC – *Florida based Natural Health and Organic Skin Care Co.*

- Management of Sales, Marketing and US Sales Representatives
- Orchestrated phased implementation of usable ecommerce solution
- Ran multiple Heuristic Evaluations and formal Usability testing with customers
- Deployed highly successful website in 5 phases (80/20, SEO, content layout & flow mods, Search/Discount, SEO)
- Assisted in implementation using Javascript, JQuery, Ajax, PHP, SQL, HTML5
- Neuromuscular LMT

Real Estate Broker / Owner

2005 to 2010

CLOCK International Realty LLC & CLOCK Realtors LLC – *Florida based*

- Management of 10 Licensed Florida Realtors and Mortgage Brokers
- Florida Dual-Licensed Real Estate Broker and Mortgage Broker
- Launched and Managed all aspects of 2 continuing profitable brokerages.

User Experience Designer / Partnership

2004 to 2005

BuyersOracle.com - *A full disclosure, pre-auction real estate site*

- Management of small software engineering team
- Start to finish design of user experience development and testing
- User Stories/Mental Model, Use cases, Task Analysis, Wire Framing, Paper Prototyping
- Assisted in implementation using Javascript, PHP, SQL

GUI Designer / Usability Specialist, Senior Software Engineer, SQA Manager and Team Leader

1981 to 2004

New England Based Consultant

- OPTAS Inc. (MA): Heuristic Evaluation of web based pharmaceutical data-mining software used by Schering-Plough. User community research and rapid redesign via paper prototyping. Usability testing resulting in a greatly improved usability.
- Liberty Mutual (NH): Company presentations on usable usability. On site data collections of heuristic evaluations. Worked closely with development teams keeping the user at the driving center of design decisions.
- Cambridge Research & Instruments (CRI – Boston): Company presentation on Usable Usability and Heuristic Evaluations to produce important corrective UI design changes, greatly improving the usability of the product.
- Davox Corp (MA): Heuristic Evaluations of customer call centers in US. Worked with development to produce an Initial Standards Guide as well as institute an introductory usability program. Company presentations on site observations.
- Softwatch Inc. (NYC/Israel): Presented results from Heuristic Evaluation and retinal tracking for WebMD at Chicago Observation Lab. Launched redesign process to include user community throughout. (UCD).
- Clam Associates (Boston): Software Engineer implementing User Interface using Java, C++, VB and PHP. Held design reviews and incorporated a user-centered approach to formulating usable screen design and flow. Ported Citibank's X Windows components to a VB Platform, generated UI for Compaq's Intelligent Cluster Administrator, and Cluster configurations for IBM HA/CMP. Written white papers on the value of *Product Usability for World Class Organizations*.
- Clam Associates (Boston): SQA team Leader for High Availability product with IBM and Compaq Computer.
- Phoenix Technologies (Boston): SQA Manager over 26 test engineers for BIOS and Printer products.
- Wang Laboratories (MA): SQA tool smith and native language tester; COBOL, ADA, BASIC, PASCAL, ASSEMBLY, RPGII.
- Data Group Corporation (MA): Updated CICS tables in house. Consulting Assembly / COBOL Programmer Analyst for Wang Laboratories on Work Order System.

Education

- Post academic studies: Psychology, Human Behavior, Natural Health
- Jarod Spool: Eye for Design, Andover MA
- ACM SIGCHI
- Daytona State College, Deland FL
- Data Institute of Technology, Burlington MA
- Wayland High School, Wayland MA