

# Michelle Albert

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## SUMMARY

I'm a visual communicator and problem solver with 14 years experience who is able to design solutions that will satisfy complex business problems and meet user needs. My deliverables begin with the product owner, and end with engineering, but my role is to keep users in our focus along the way. My favorite personas are the nurse manager and the manufacturing line supervisor, because they have a lot more going on in their work environments than the software they use. I'm well-versed in Agile/Scrum development methodologies, and how user experience design can work within them. (The key is to research and design overall concepts—business requirements, user requirements, and workflows—up front, and iterate and test details during the development cycle a sprint or two in advance.) Working with several large teams of developers, I'm able to juggle multiple projects and collaborate along the way to ensure buy-in for my ideas at every level. Feedback is vital throughout the design process, and I particularly enjoy the “aha” moments that inevitably happen when conducting usability studies, because while I love to teach, I love to learn even more.

## PROFESSIONAL EXPERIENCE

### **KRONOS, INC.** Chelmsford, MA (2006–present)

*Kronos is an enterprise software company specializing in workforce management products whose core applications include timekeeping and scheduling.*

#### **Senior Interaction Designer**

- Led the user interface design for Timekeeper and Absence Management products, which are part of a complex suite of 20+ applications.
- Established usability goals and articulated design concepts to elicit feedback throughout the development process to ensure meeting business, user and technical requirements.
- Enforced the visual language and interaction guide best practices for common patterns across the suite.
- Collaborated closely with stakeholders (which included architects, product managers, and cross functional team members) and development teams alike, and negotiated priorities for usability features.
- Promoted best practices for internationalization and string localization.
- Conducted research activities that included contextual inquiries, remote interviews, cognitive walk-throughs and usability studies for various parts of the Workforce Management suite.
- Evangelized usability design principles to developers and QA at every opportunity, either through tips in emails, explanation of usability concepts in designs, workshops, presentations, or one-on-one conversations.
- Initiated a mobile research project with design colleagues to research, design, test and prototype workflows for the iPhone. This prototype was then used to get buy-in for the current mobile initiative from senior management.
- Designed the visual language for Kronos's new mobile application, ensuring consistency in branding across products and devices.

### **SOLID SENSE / VERNDALE** Boston, MA (2004–2006) *freelance and full-time*

*Solid Sense was a web hosting company acquired by Verndale in late 2005.*

#### **Creative Designer**

- Evaluated and made recommendations for maximizing usability on all projects.
- Served as liaison between the Development Team and the Creative Director to communicate technical or creative requirements for the two departments.
- Produced layouts in HTML/XHTML and CSS and developed best practices for standards compliance pages.

*Michelle Albert's Resume, continued*

**PARTNERS HEALTHCARE** Boston, MA (2004–2005) *freelance*

*Partners is a healthcare system that includes Massachusetts General Hospital and Brigham and Women's Hospital.*

**Interaction Designer**

- Researched design and user requirements through extensive interviews and contextual inquiries for an internal, database driven web application used for monitoring clinical studies within the Partners Healthcare network.
- Developed information architecture diagrams, user interface wireframes, and prototypes using Flash.
- Designed the look and feel, and implemented the front end pages using HTML/XHTML, CSS and JavaScript technologies.
- Conducted design and usability reviews with the primary personas using cognitive walk-throughs and task-based usability studies.

**SHADOWBOX, INC.** Somerville, MA (2002–2004)

*Shadowbox developed learning interactions primarily for the college textbook industry.*

**Lead Interaction Designer**

- Collaborated with the instructional designer to develop user interfaces for Flash-based projects. These projects ranged from the development of original learning interactions—such as an annotated video tool—to the adaptation of existing print content for the web.
- Designed the Flash templates and built the prototype animations for 100 economics animations developed for Addison Wesley and 78 animations for Allyn & Bacon's MyPsychLab.
- Wrote design documents for animators to maintain consistency across large animation projects.

**METATEXT, INC.** (1998–2000, 2001) *freelance and full-time*

**Art Director & Designer**

- Developed a system of design solutions for converting seven high-school level social studies textbooks and six derivatives to online formats for McDougal Littell into a web-based platform.
- Designed interfaces for the platform, which included various forms, and course management tools.
- Developed the original MetaText corporate identity, including logo design, stationery system, corporate web site, and promotional materials.

**ENDEAVOUR SOFTWARE, INC.** Manchester, MA (1997–1998)

**Art Director & Designer**

- Developed and designed intuitive interfaces for a computer based training program, ActivePlaybook, used by the NY Jets, and its companion interactive scouting program, ActiveScout.
- Designed and implemented the corporate web site, logo, stationery system, and print collateral.

**CAMBRIDGE DIGITAL MEDIA, INC.** Cambridge, MA (1996–1997)

**Designer & Project Coordinator**

- Responsible for the production of foreign language localization for all graphics for the CD-ROM title, Fun with Electronics, produced by the Studio Interactive division of Philips Electronics.

## SKILLS

- Expert knowledge of Photoshop, Illustrator, InDesign, Dreamweaver, Visio, and PowerPoint. Working knowledge of Morae, Catalyst, Balsamiq, and Filemaker Pro. (Nothing beats the efficiency of the whiteboard or my Moleskine sketchbook in a pinch, however!)
- Prior experience with Flash ActionScript, HTML/XHTML, CSS and JavaScript.

## EDUCATION

**MFA in Painting**

**University of Pennsylvania** Philadelphia, PA (2000–2002)

**BFA in Painting**

**Massachusetts College of Art** Boston, MA (1990–1994)  
**Rhode Island School of Design** Providence, RI (1988–1989)