

# MICHAEL D. INNES

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## SUMMARY OF ABILITIES:

- Strong knowledge of user interface design and usability principles
- Experience in performing and analyzing usability studies
- Experience with data visualization and information design
- Experience in sketching, wire-framing, task flows, and information architecture
- Knowledge of HTML / CSS / JS with an understanding of web standards
- Proficient in Adobe Photoshop, Illustrator, Premiere Pro, and Encore

## WORK EXPERIENCE:

**Microsoft**      Redmond, Washington  
User Experience Design (intern)      **Summer 2007**

The Office Design Group was working on a new release of SharePoint and they called on me to devise new ways to visualize the health of servers in SharePoint. With the help of Visio, the design process resulted in a number of new approaches to health monitoring and server management. These improvements were then tested with existing users of SharePoint by using Microsoft's state-of-the-art usability study labs.

- Explored current usage of SharePoint server management solutions
- Contributed to health dashboards for SharePoint server management
- Created topology concepts for server management in future versions of SharePoint

**Mindbloom**      Seattle, Washington  
User Experience Designer      **September 2009 to March 2010**

Working on Mindbloom's lead product entailed testing the product in terms of usability to ensure that users understood the registration process and could easily and logically navigate their way around the product. Additionally, I oversaw e-mail campaigns and gathered information on the number and type of visitors to the Mindbloom website.

- Provided user experience design support
- Administrated web metrics via Google Analytics

**SelfReliant**      Design Consultant  
Raleigh, North Carolina      **March 2010 to September 2010**

Created websites using Coda and e-mail campaigns using MailChimp for clients, and produced each with a very fast turn-around. In my role as a design consultant, I then taught clients how to further administrate the results. As a team, we were able to help small businesses become self-reliant with their own sites.

- Designed sites tailored around the customer's needs and with very easy maintainability
- Taught customers about their new sites and how they could incorporate their own designs

## **AICPA**

Quality Analyst (contractor)

Durham, North Carolina

**September 2010 to May 2011**

I supported the organization's QA department by testing for software bugs, editing and rewriting documents such as Standard Operating Procedures, and wrote test scripts, and more. I created visualizations that always updated with fresh information from company databases.

- Performed manual testing and logged all defects to HP Quality Center
- Set up automated testing using HP QuickTest Pro
- Created dashboard-style visualizations in Excel that automatically pulled data from SQL databases

## **Boeing**

Quality Analyst (contractor)

Everett, Washington

**June 2011 to Present**

Created a testing framework using HP QuickTest Pro to enable our assistant testers the ability to create their own tests without them needing in-depth knowledge of HP QTP or VBscript. The ease of use provided by my framework allows a wider audience of employees to assist in the QA department's effort.

## **EDUCATION**

### **University of Washington — graduated June 2009**

Completed an Interdisciplinary Visual Arts degree with a focus on Interaction Design

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## PROJECT EXPERIENCE AT THE UNIVERSITY OF WASHINGTON

### **Art 499: Independent Design**

### **Electricity Metering Project**

With several years of electricity readings at my disposal, I explored various information visualizations to find the best way to convey which buildings were least efficient. Using OmniGraffle (a diagramming app), I then designed a system for system administrators to observe changes in the usage of electricity patterns on campus.

### **TC 517 (Masters level)**

### **Usability Testing**

Completed thorough usability study for JudysBook.com on the challenges new users face when signing up. This study involved gathering input from several people all within the target-audience. From there, we performed usability studies with each of the participants. The information gathered from these studies formed a solid picture of the areas the website could improve its experience.

### **Microsoft Design Expo 2007 / Art 484**

### **Projects in Interaction Design**

Created a system for consumers to collect and analyze their digital medical records. This exploration stemmed from a desire to inform people about the status of their own health. We used tools such as affinity diagrams and low-fidelity mockups to find the best way to display the vast amounts of information contained within a person's health history. Additionally, collaborations with Microsoft designers such as Gordon Bell and Georg Petschnigg helped shape the areas of our design explorations.