

# 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 / JavaScript with an understanding of web standards
- Great collaboration skills; native to both enterprise and startup environments

## WORK EXPERIENCE:

### Starbucks

Seattle, Washington

Senior Quality Analyst (contractor)

**July 2014 to May 2016**

- Created and executed test suites for a large-scale installation of IBM Tririga.
- Performed load-testing of system that uncovered areas that needed additional performance enhancements.
- Multidisciplinary testing that verifies data across enterprise software to custom software solutions and back.
- Verified records for millions of assets and hundreds of thousands employees across 20,000 stores.

### Self, Road Trip application

Seattle, Washington

UI Designer, Developer

**July 2013 to January 2014**

As a study in mobile User Interface design as well as a method to learn Objective C, I undertook the design and development of an app that would aid in planning road trips. Having just completed a road trip myself, I saw a gap in the function of Google Maps (and other travel apps) that lacked good support for multiple-destination planning and fluid-rearrangement of waypoints on a journey.

After completing low-fidelity mockups of the application itself, I did comprehensive competitive analysis on existing mapping solutions and travel applications. From there, I started exploring the available mapping engines, and tinkered specifically with Google Maps' SDK inside of Xcode. As it stands, there is much to learn within Objective C, so creating the road trip app will be quite the journey in itself!

### REI

Kent, Washington

Automation Tester (contractor)

**January 2013 to March 2013**

- Designed a layer of abstraction between the Point of Sale software and the QTP testing tool.
- Created a suite of regression tests to be run for every new build of the POS software.

### Boeing

Everett, Washington

Automation Tester (contractor)

**July 2011 to December 2012**

- 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.
- Provided consulting and training to other employees on programming basics, as well as guidance on QTP.

## SelfReliant

Raleigh, North Carolina

### Design Consultant

**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

## 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 metrics on the Mindbloom website.

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

## Microsoft

Redmond, Washington

### User Experience Designer (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

## EDUCATION

### University of Washington — graduated June 2009

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

## 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 their own health. We used 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. Collaborations with Microsoft designers Gordon Bell and Georg Petschnigg helped shape our design exploration.