

Mark Sloan

Information Architecture / User Experience Design and Strategy

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Summary

I have 9 years of experience in client services creating user experiences for a diversity of industries and platforms. As a director, I have developed processes, documentation standards and personnel review procedures as well as developed training materials to help the team mature. My greatest strengths are in pairing business objectives with development of creative solutions, group facilitation, and the planning, organization, and leadership of projects. I am looking for an opportunity to use my skills to help an organization solidify their processes and improve quality for clients as well as staff.

Skills

My skill set covers a wide range of platforms and processes, so I have listed my strongest and most used skills.

User Experience

10', 2' and 6" Interaction Design
Accessibility (vision deficiencies)
Business Strategy
Conceptual Modeling
Dynamic and Page-Driven System Design
(HTML vs. AJAX and Flash)
Heuristic Evaluation and Audits
Presentation Skills
User Centered Design and Testing
Methodologies
Workshop Planning and Execution

Management

Business Development/Pitches
Career Development and Review
Department Budget Planning
Meeting Facilitation
Process and Deliverables
Project Scoping and Estimation
Resource Planning
Training and Skills Building

Experience

Director, User Experience Schematic, Los Angeles, CA

April 2006 - Present

Lead of user experience group of 12 designers ranging from Associate to UX Lead positions. Developed processes, created new performance review process, and act as point person for pitches and scoping. Responsible for UX Department quality, consistency, budget, and development. Coordinate with Atlantic division head of UX to ensure consistency globally. Project work for clients includes: Dell, Microsoft, Target, Harpo, ABC/Disney and others that are still in development.

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Director, User Experience
BLITZ, Beverly Hills, CA

April 2005 - April 2006

Lead of user experience for projects spanning entertainment and game sites, to strategic initiatives with corporate clients. Developed the Information Architecture process and templates and set project scoping parameters.

Major projects included design of the interior of the Executive Briefing Center, Microsoft's 30th Anniversary and Windows Vista sites, the Hilton Journeys site that coordinated with a national ad campaign, and the award winning Corpse Bride site.

Information Architect
RPA Interactive, Santa Monica, CA

March 2004 - April 2005

In charge of site structure, page layout and usability for various Web properties of American Honda Motor Company. Developed site maps, wireframes, organizational models, functional specifications and performed competitive audits. Set usability timelines, deliverables and milestones for projects. Major products include the Honda off-road Web site and Powersports comparison tools.

Teacher and Webmaster

August 2001 - March 2004

I taught high school for a semester and at a community college for a year and a half in Gainesville, FL. I then moved to Los Angeles and took a position as the Webmaster/LAMP Developer for the UCLA Elementary School.

Information Architect & Developer
Sapient Corporation, New York, NY

July 1998 - June 2001

I began my professional career at Sapient as a software developer. With the acquisition of Studio Archetype, I started training as an Information Architect and worked on projects for Goldman Sachs, Morgan Stanley, and led the first integrated version of the Verizon Web site, joining GTE and Bell Atlantic content and functionality. I conducted user interviews and developed site maps, wireframes, user personas, and other various IA artifacts as well as managed the entire team during a project management transition.

Education

Columbia University, New York, NY – Bachelor of Arts, 1998, Computer Science

Referrals

Provided upon request