

Daniel Loewus-Deitch

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OBJECTIVE

An interactive design or product development position where I can contribute my experience in business consulting and the user-centered design process, as well as my expertise in human cognitive and behavioral research.

SUMMARY OF CAPABILITIES

Ten years experience with: usability engineering, ethnographic field research, and consulting, including usability evaluation, testing, and interactive interface design.

EDUCATION

FIELDING GRADUATE UNIVERSITY Santa Barbara, CA **2010 - Present**

Doctor of Philosophy (Ph.D.), Media Psychology

- Researching the impacts of various types of media on individuals, groups, and cultures.
- Studying how to most effectively use media to inform, influence, educate, and mobilize people to help generate positive social change.
- Fielding utilizes a distributed learning model allowing students to continue working full-time. Therefore, I will still be living and working in Boston throughout this program.

UNIVERSITY OF CALIFORNIA, IRVINE Irvine, CA **2001 - 2005**

Masters of Science (M.S.), Information & Computer Science (3.93/4.00)

- Part of the Interactive and Collaborative Technology group, concentrating on HCI topics such as computer-mediated communication, the sociology of information, organizational impacts of technology, mobile computing, and effective ethnography techniques.
- Took additional courses in business consulting and internet marketing.

UNIVERSITY OF WASHINGTON Seattle, WA **1995 - 1998**

Bachelors of Science (B.S.), Psychology (3.81/4.00)

- Focus on cognitive science, human memory processes, and cooperative tasks.
- Participated in extensive research involving memory and human information processing, assisting with experimental design, subject recruitment, trial facilitation, and analysis.

PROFESSIONAL EXPERIENCE

NAVINET Boston, MA **2011 - Present**

User Experience Manager

- Overseeing NaviNet's user experience department, and in charge of building a usability program that extends across the entire company.
- Strategically designing and implementing a UCD process, integrating user research and validation activities into all product development projects,

including customized delivery solutions. This includes coming up with specialized tools, deliverables, metrics, and usability training programs.

- Tactically providing expertise and recommendations, based on continuous user data, in the form of personas, wireframes, interactive prototypes, and various research summary reports.

IBM INTERACTIVE

Cambridge, MA

2006 - 2011

Senior Usability Consultant

- Currently working as a senior consultant inside IBM Interactive, an agency which provides customer experience optimization services to various Fortune 500 and public sector clients across multiple industries.
- Graduated from IBM's 12-month-long Leadership Excellence Program.

IBM STORAGE SYSTEMS

Tucson, AZ

2003 - 2006

Usability Engineer

- Facilitated customer studies and authored GUI specs for mid-range and enterprise-level storage device management interfaces, while also successfully filing several patents.
- Participated in multi-site strategy sessions and workgroups to develop a unified style guide and set of widgets for all IBM storage interfaces.
- Acted as the storage systems representative on the ID/UX Council to improve and standardize the iterative GUI design process across all of IBM.
- Developed a web application that combines contextual collaboration and tracking tools with interactive prototypes and detailed specifications to produce a unified, richly interactive environment for managing usability deliverables.

EXPERIENCE DYNAMICS

Portland, OR

2002 - 2005

Usability Engineering Consultant

- Provided usability consulting services such as training workshops, heuristic evaluations, full-scale usability testing, and field studies to a diverse set of clients, including Microsoft, Intel, Key Bank, Oregon Health & Sciences University, Whitepages.com, and Rentvillas.com.
- Conducted a web navigation usability study of 100 websites to identify and determine best practices in navigation usability.
- Co-wrote a published paper on the temporal aspects of tasks and authored product reviews for Newsfactor.com.
- Still continue to collaborate on various workshops, papers, & research projects.

QUALCOMM

San Diego, CA

2001 - 2003

User Experience Co-Op

- Played a key role in a large-scale project to design and implement a web-based document management system for the company's vast number of patent files.
- Produced a business solution for organizing and standardizing all the department's electronic documents, while also helping to design the UI and author the user manual.
- Developed a web application for initiation and registration of new patent applications.

TECHNICAL SKILLS

- HTML, CSS, Javascript, PHP, MySQL
 - Photoshop, Fireworks, Dreamweaver, Visio, Omnigraffle, iRise, Axure, ProtoShare, Justinmind Prototyper, Morae
 - Usability Testing & Heuristic Evaluation training (Experience Dynamics, 2002)
 - Project Management Certification (Integrated Project Systems, 2001)
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AFFILIATIONS

- ACM Special Interest Group on Computer-Human Interaction (2003–Present)
- Boston Special Interest Group on Computer-Human Interaction (2009–Present)
- Usability Professionals' Association – Boston Chapter (2009–Present)
- Portland User Interface Special Interest Group (2003–Present)