

Pam Cote

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Skills and Areas of Expertise

User-centered design, usability testing, requirements research, software selection, task analysis, UAT, mockups, interaction design, style guide, collaboration, training videos, wireframes, interactive prototyping, iterative design, technical writing, MS Office, Project, PowerPoint, Publisher, Visio, graphics and color design, team leader, presentations, SharePoint, training manuals, quick guides, online help, business analyst, TFS, gaming, hotel and restaurant, mortgage service, real estate, accounting, telecommunications, environmental controls, HCI, user experience, telecommuting, agile, Axure, IxD, CorelDraw

Work History

UI/UX Designer, Black Knight Financial Services, Irvine, CA, 8/2010 – 1/2015

- Interaction Design: prototypes in Axure serve as visual and interaction requirements, road map for developers, quality assurance, and product line, CSS standards, user controls design
- Business Analyst: business requirements; semi-Agile development process
- User Experience: usability testing (concept validation), personas, visual way finding, style guide and other technical documentation

UI/UX Designer, PC Expressions, 1/2001 – present

- Usability evaluations, contextual observation, task analysis, prototypes, modular content design
- Project management, budgeting, planning, volunteer development, marketing, workshops
- Technical writing, grant writing, marketing collateral, computer graphics
- Website Design, implementation, and heuristic review

Technical Writer/Office Manager/UCD Evangelist, CHR Solutions, Missoula, MT 10/2008 – 8/2010

- Technical Writing: User and Administration guides
- User Experience: Usability testing and work flow QA
- UI Design: Mockups for web applications, UI style guide, iterative development and testing
- Time and Cost Project Management: custom software development

UI and Process Designer/Technical Admin, Washington Corporation, Missoula, MT 2/2007 – 5/2008

- User Interface: Design and improvement of multiple intranets; software prototyping
- Technical Writing and Process Design: Policy writing, technical writing and user guides

Sr. Usability Engineer, Prodex Consulting, Minneapolis, MN 3/2005 – 11/2005

- Usability testing, low and high fidelity prototypes, html
- Work flow analysis, prototyping and testing, concept validation, documentation

Applications Manager, Treasure Island Resort and Casino, Red Wing, MN 6/1998 – 11/2000

- Software selection, solutions and support for > 80 applications; managed helpdesk and training staff
- Advocate of user centered requirements definition; managed Y2K certification and testing

Software Development Manager, Jackpot Enterprises, Inc., Las Vegas, NV 12/1989 – 6/1998

- Managed design, development, software selection, implementation, multiple platforms
- Software developer, iterative design, technical documentation, user guides, standards and policy
- Usability, user profiles, contextual task analysis

Information Systems Specialist, APTA, Washington, D.C., 10/1987 – 12/1989

- Programmer and trainer
- Desktop publishing, training materials, technical and network support

Education and Professional Associations

Master of Science – Human Computer Interaction / Technical Communication

2004, Rensselaer Polytechnic Institute, Troy, New York, College of Language and Rhetoric
With emphasis on user centered design of the online environment

Certification – Human Computer Interaction (HCI)

2002, Rensselaer Polytechnic Institute, Troy, New York

Bachelor of Science – Computer Science

1984, University of Mary Washington, Fredericksburg, Virginia
With emphasis on accounting and business applications

User Experience Professionals' Association – <https://uxpa.org/>

International Member since 2004, conference chair for onsite volunteers and cutting edge posters,
submission reviewer

Various Interaction Design, Usability, and User Experience groups

Bentley Design & Usability Center, Boxes and Arrows, Interaction Design Association, User Experience
Network, Usability Practitioners

Other interests and volunteer work focus on art and bicycling.

Linked in Profile: <http://www.linkedin.com/in/pamcote>

References and samples upon request