

Pam Cote

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Work History

WordPress Web Design and Content Writing

TechMonster / FreightMonster, Hamilton, MT 9/17 – 1/20

Implemented new websites and refactored existing websites into WordPress: ecommerce, forms and data collection, color palettes, style guides, payment gateways, readability and search engine optimization

Copy writing: researched, created, edited page content and blogs

UI/UX Designer

PC Expressions, Stevensville, MT 1/2001 – present

Usability: user testing, expert 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

UI/UX Designer

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

Interaction Design: prototypes in Axure served as visual and interaction requirements, road map for developers, quality assurance, and product line, CSS standards, user controls design

User Experience: usability testing (concept validation), personas, visual way finding, style guide and other technical documentation

Business Analyst: business requirements; semi-Agile development process

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

EDUCATION**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