

EVANGELINE HAUGHNEY

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c 619.251.0960

EDUCATION

Carnegie Mellon University
Masters of Human Computer Interaction, 2004

University of California, San Diego
Bachelors of Art, 1994

PROFESSIONAL EXPERIENCE

Adobe Systems, Inc.

User Research Specialist

2005 - present

Conducted hands-on research for Adobe products using a variety of ethnographic observations, lab based user studies, customer site visits, competitive analysis, heuristic evaluations, think aloud usability testing, card sorting, surveys and contextual inquiries.

Responsible for scenario and test plan development. Collaborated with Designers, Engineers, Product Managers and other Researchers in support of Adobe Acrobat and Reader.

Kaiser Permanente Mid-Atlantic Region

Documentation and Business Process Manager

2000 - 2003

Designed and developed a 4000 page multi-department Intranet Knowledge-base. Created heuristics and implemented quarterly user groups for usability testing to evaluate Home page designs for iterative improvements.

Created project plans and performance metrics. Managed a team of employees and remote contractors.

SKILLS

Usability Methods

Cognitive Walkthrough
Contextual Design
Contextual Inquiry
Focus Groups
Card Sorting
Surveys
Heuristic Evaluation
Think Aloud Usability Testing

Sketching & Mockups

Illustrator
ImageReady
InDesign
Maya
Photoshop

Interactive Prototyping

Dreamweaver
Flash
HTML
VISIO
Visual Basic.NET

PROFESSIONAL EXPERIENCE

Kaiser Permanente Mid-Atlantic Region

Documentation Team Lead

1999 - 2000

Documented system upgrades and business process changes for Health Plan departments. Developed a documentation review cycle consisting of templates, peer editing, and Subject Matter Expert participatory design. Oversaw monthly online help development life cycle.

Documentation Specialist

1999

Lead writer for a team of ten remote technical writers. Planned, consolidated, and deployed a 6MB master WinHelp system composed of seven separate help projects. Integrated Claims departmental policies and procedures and system workflow and evaluated system design with Think Aloud Usability testing.

Kaiser Permanente Southern California Region

Technical Trainer

1995 - 1999

Collaborated in participatory design teams for the development of an enterprise-level accounting system. Created use cases and task workflows. Developed Online Help for membership accounting and financial systems. Delivered stand-up instruction to over 1000 users.

PROFESSIONAL ORGANIZATIONS AND AWARDS

Member of STC, BayCHI, and UPA

Washington, DC STC Chapter Online Communication Competitions

2003 Excellence Award - Kaiser Permanente's J-Point Online Help

2002 Merit Award - Kaiser Permanente's MACESS Online Help

PORTFOLIO

Online portfolio available at <http://www.evangelinehaughney.com/portfolio/portfolio.htm>