

Pam Cote

114 Paso Drive
Stevensville, MT 59870

406-642-3200
pcote@pcexpressions.com

Skills

User-centered design, usability engineering, usability testing, UI design, methodologies for software selection, development, requirements research, task analysis, implementation, and acceptance testing. Contextual observations, wireframes, prototype design and testing, and iterative design. Technical writing, policy, procedure, and standards definition. Web design, html Office, Project, PowerPoint, Visio, CorelDraw, PhotoShop, Publisher, Acrobat, SurveyMonkey. QuickBooks, MS Small Business Accounting, Btrieve, Sql, and other databases. Team leadership, presentations, project management, department management. SharePoint and SharePoint Designer. Mini, desktop, laptop and handheld computing. Database administration, information architecture and information design. Grant writing and marketing collateral, desktop publishing. Event management, office management,

Work History

Technical Writer/Office Manager/UCD Evangelist, CHR Solutions, Missoula, MT, 10/2008 – present
Project Management / Usability

- Time and cost project management, process design teams, presentations
- Heuristic review of web-based applications, formal usability testing of Omnia NextGen prototype, style guide
- QA testing, user and administration guides
- Office management, event planning

Designer, PC Expressions, Stevensville, MT, 1/2001 – present
Project Management / Usability / Website Design / Marketing

- Design, implementation, and heuristic review of websites
- Usability evaluations, contextual observation, task analysis, prototype, content design / re-usability
- Project management, budgeting, planning, volunteer development, marketing, workshops
- Reusable content design, grant writing, marketing collateral, computer graphics

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

- Card sorts and content inventories related to design and redesign of multiple intranets
- Administrative Support for IT Management including policy writing and research
- Prototyping for web based software design
- SharePoint intranet design

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

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

- Managed software solutions and support, help desk, training
- Advocate of user centered requirements, managed Y2K certification and testing

Software Development Manager, Jackpot Enterprises, Inc., Las Vegas, NV, 12/1989 - 6/1998
User Centered Design / Usability Engineering / UI

- Managed design teams, standards, software selection, implementation, multiple platforms
- Usability, user profiles, contextual task analysis, infrastructure, business constraints, and gaming control board regulations
- UCD Projects using iterative design: Hand held data collection unit; Vault balancing unit; Interfaces, automation and integration of manual processes

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

Programmer, HW/SW Support, Training

- RPG and PC based programming, desktop publishing, trainer, technical and network support

Program Analyst, Army Recreation Machine Program, Frankfurt, Germany, 6/1984 - 6/1987

- Ergonomics, use and purchase standards, statistical reports, graphical presentations

Education and Professional Associations

Master of Science – Human Computer Interaction / Technical Communication

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

Graduate Certificate – Human Computer Interaction (HCI)

2002, Rensselaer Polytechnic Institute, Troy, New York

Bachelor's Degree – Computer Science

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

Usability Professionals' Association – www.upassoc.org

International Member since 2004, conference chair (managed 30-40 onsite volunteers; managed cutting edge poster submissions, review and selection)

UXNet - User Experience Network – www.uxnet.org

A resource for improving the design of anything people experience

Online Portfolio

<http://www.pcexpressions.com/portfoliolist.htm>

References available upon request.

Linked in Profile

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