

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, task analysis, wireframes, prototype design and testing, and iterative design. Mini, desktop, laptop and handheld computing. Database administration, information architecture and information design. Technical writing, policy, procedure, and standards definition. Web design, html ide, css, javascript, dhtml, asp, perl, cgi. Office, Project, PowerPoint, Visio, CorelDraw, Corel PhotoPaint, PhotoShop, Publisher, Acrobat, SurveyMonkey. SharePoint, SharePoint Designer, MS Small Business Accounting, Btrieve, Sql, and other databases. PC, Mac, laptop, handheld, PDA. Team leadership, presentations, project management, department management.

Work History

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

Designer, PC Expressions, Stevensville, MT, and Red Wing, MN, 1/2001 – present **Website Design / Project Management / Usability / Marketing**

- Internet and Intranet usability evaluation and analysis for regional energy distributor.
- Perform heuristic review of websites focusing on gestalt, navigation, and general design principles
- Design and implement websites for small business, non-profit organizations and professionals
- Produce art workshops including planning, marketing and website
- Created content design / re-usability scheme, incorporating all communication media for Red Wing Arts Association
- Used OVID methodology, contextual observation, task analysis, wi-fi device research, appliance and software design for Roamin' Calendar prototype, an electronic replacement for the family calendar
- Project Management of juried art fair, for the Fall Festival of the Arts, developed and controlled budget, 70 volunteers, more than 100 vendors, and created and managed all marketing collateral
- Implemented various versions of Quickbooks

Sr. Usability Engineer, Prodex Consulting, Minneapolis, MN, 3/2005 – 12/2005

User Interface Design

- Designed, executed, analyzed and presented results of Department 56 website usability test on high fidelity prototype
- Facilitated work flow dialog, produced html prototype, conducted usability testing and analysis for concept validation of Trane building operator interface

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

User Support Management

- Researched, justified, prioritized, proposed, implemented, and supported software solutions based on management and user requirements
- Managed help desk, instituted interdepartmental meetings and training based on call center trends
- Served as advocate of user requirements to vendors and supported more than 80 applications
- Managed Y2K certification and testing from collected use cases

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

User Centered Design / Usability Engineering / UI

- Managed design teams including programmers, system analyst, user support, technical and network support, expert users, and stake holders
- Created design and style guides for screen, written and online help, and software development
- Established usability goals for projects based on user profile, contextual task analysis, infrastructure, business constraints, and gaming control board regulations
- Incorporated learnability, reliability, better work process, validations and alert notifications, while increasing control, accuracy, timeliness and higher productivity
- UCD Projects using iterative design:
 - Hand held data collection unit to calculate profit sharing split with retailers including built-in data validation to minimize errors
 - Vault balancing unit to automate reporting of multi-shift retail locations throughout Nevada with scheduled dial-up and remote diagnostic layers
 - Facilitated interfaces to main vault, payroll, HR, and finance through automation and integration of manual processes
- Other program development, tight custom integrations with multiple platforms

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

Programmer, HW/SW Support, Training

- Wrote and modified RPG and PC based programs related to membership, committees, conference registrations, electronic transfer to publishers
- Trainer, technical and network support
- Selected and implemented software and hardware

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

- Researched ergonomics, created use and purchase standards related to personal computing
- Analyzed data, produced statistical reports and submitted work orders based on data
- Created graphical presentations

Education and Professional Associations

Master of Science – Technical Communication

5/2004, **Rensselaer Polytechnic Institute**, Troy, New York
With emphasis on HCI and user centered design of the online environment

Graduate Certificate – Human Computer Interaction (HCI)

5/2003, **Rensselaer Polytechnic Institute**, Troy, New York

Bachelor's Degree – Computer Science

5/1984, **University of Mary Washington (formerly Mary Washington College)**, Fredericksburg, Virginia
With emphasis on accounting and business

Usability Professionals' Association – www.upassoc.org

International Member, Co-Chair of Volunteers, Posters and submission reviewer for International Conferences 2005 – 2008

UXNet - User Experience Network – www.uxnet.org

Local Ambassador serving Western Montana, a resource for improving experience design

Online Portfolio

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

References available upon request.