

EXPERIENCE

Rackspace [UX Design Lead]

San Francisco, California. (January 2018 – Present)

At Rackspace, my duties include; user experience design of customer facing applications, utilizing Rackspace's Helix design system:

1. Create, Read, Update, Delete (CRUD) for Bare Metal inside Rackspace's Dedicated Portal.
2. CRUD for Microsoft Private Cloud (Hypervisor) inside Rackspace's Dedicated Portal.
3. Resource Group Management for customization of the customer portal experience.

Datapipe [UX Design Manager]

San Francisco, California. (January 2015 – January 2018)

At Datapipe, my duties included user experience design of Internal and customer facing applications:

1. Data warehouse project to summarize the customer's footprint across all Datapipe resources.
2. CRUD for Azure inside Datapipe's Cloud Customer Portal.
3. CRUD for Google Cloud Platform inside Datapipe's Cloud Customer Portal.

GoGrid, Inc. [Web Manager]

San Francisco, California. (July 2013 – December 2014)

At GoGrid, my duties centered around; web management and design, user experience design, and systems administration of Salesforce, Pardot and LivePerson.

1. UxD for web sites and applications encompassing: Ideation, wireframing, mockup, prototyping and hand-coding.
2. Redesign of GoGrid's 'SecureSignup' and Customer Portal projects.
3. Management, Design and maintenance of WWW, Blog and Wiki online resources.
4. Lead propagation into Pardot and Salesforce.
5. Campaign ROI analysis via Google Universal Reporting (Monthly recurring revenue vs AdWords expenditure).
6. Administration of 'non-Puppetized' cloud servers.

PRIOR EXPERIENCE

Archimedes, Inc. [Web Manager & Lead Interaction Designer]

San Francisco, California. (Jan 2007 – June 2013)

PGP Corporation [Senior Web Designer]

Palo Alto, California. (July 2003 – November 2006)

ChemConnect, Inc. [Web Designer]

San Francisco, California. (September 1999 – March 2002)

Applied Materials [Systems Integrator]

Santa Clara, California. (June 1995 – March 1999)

Telegen Corporation [R&D Engineer]

Foster City, California. (June 1994 – March 1995)

SanDisk Corporation [Product Engineer]

Santa Clara, California. (September 1993 – June 1994)

OVERVIEW

High-tech industry design professional with 20+ years' experience successfully bringing products to market; skilled at communicating, researching and bridging gaps between disparate groups; advisor to management and mentor to less experienced personnel.

Veteran solution-finder; excellent written and oral communication skills.

EDUCATION (MAIA, BSEE, BA)

MAIA (Product Design)

Dept. of Design and Industry, SFSU. (2010)

Creative Work:

Sustainable Materials Application.

BSEE (Microelectronics), BA (Maths)

Trinity College Dublin, Ireland. (1992)

Thesis:

Amibisonics Filter Design.

CONTACT

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