

Josh LaMar

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Summary

My academic background is focused on web usability and computer-mediated communication. I have a M.S. in Technical Communication from the University of Washington, three years user research experience, and six years experience in web development, content management, writing and editing. I am an empathetic advocate for users and truly believe that user research makes the world a better place.

Experience

Microsoft Corporation (2004-2005, 2008-Present)

Redmond, WA

User Experience Researcher (Excell Data Corp.) (2008-Present)

UX research for MSN Entertainment. Recent lab studies include MSN Video Tool benchmark and MSN Money benchmark using OVO Studios.

Site Manager/Localization Program Manager (Volt) (2005)

Managed Global website (<http://mvp.support.microsoft.com>) in nine languages with the highest online satisfaction at Microsoft using GDS (internal content management system), FrontPage, Visual Studio and Office. Developed global SharePoint Team Site to collaborate with stakeholders and internal business partners.

Usability Assistant (Excell Data Corp.) (2004)

Analyzed how customers use technology in their homes in a short term, high impact project. Utilized Atlas.ti data analysis software for qualitative and quantitative data analysis.

Puget Sound SIGCHI, Information Director (2008-Present)

Seattle, WA

Responsible for managing migration process to new web platform and user research to redesign information architecture and align the site with member goals.

Washington Mutual, Inc. (WaMu) (2005-2008)

Seattle, WA

User Experience Specialist II, Assistant Vice President (2006-Present)

Used multiple UCD methods including interviews, personas, focus groups, usability testing, heuristic evaluations, and card sorts to understand how employees use the corporate intranet and inform new global information architecture on MOSS platform. Managed WaMu Usability Reading Group and WaMu.net Users Group.

Web Editor (2005-2006)

Maintained large-scale corporate intranet using SharePoint 2003, Dreamweaver and Microsoft CMS. Co-led WaMu.net Users Group, conducted internet-based user research, quantitative and qualitative data analysis. Edited content for the web using internal style guide.

UW Medical Center, (2003-2004)

Seattle, WA

PFS Specialist II (2003-2004)

Trainer and technical writer: policies, procedures and billing manuals.

Skills

User Research and Usability Testing

Conducting interviews, field studies, card sorts, usability studies (formal and guerilla), cognitive walkthroughs, heuristic evaluations, personas, surveys, quantitative and qualitative data analysis, applied statistics

Program Management

Web site management, content management, localization program management, presenting to stakeholders, skilled at prioritizing tasks against deadlines according to business plans

Technical Writing and Editing

MLA, AP Stylebook, Chicago Manual of Style, MSTP, Global English, Web Accessibility Standards

Software

Data Analysis: Excel, OVO Studios, Atlas.ti, Visual Sciences, SPSS

Presentation: Word, PowerPoint, Visio, Fireworks, Photoshop, InDesign

Development: Dreamweaver, SharePoint 2003, MOSS, FrontPage, HTML/XHTML, CSS, XML

Education

M.S. Technical Communication | University of Washington | Seattle, WA | June 2006
Technical Editing Certificate | Bellevue Community College | Bellevue, WA | August 2004
B.A. English, B.A. Music | Westmont College | Santa Barbara, CA | May 2002

Memberships

Association for Computing Machinery (ACM)
Puget Sound SIGCHI, local chapter of ACM SIGCHI
Society for Technical Communication (STC)
Usability Professionals' Association (UPA)

References available upon request