

## career objective

to utilize my education, technical experience, and problem solving skills in a management position

## education

**master of urban planning**  
new york university, new york, ny  
robert f. wagner graduate school of public service

may 2002

**bachelor of business administration**  
ohio university, athens, ohio

november 1991

## relevant experience

**avenue a | razorfish, new york, ny**  
information architect, user experience group

december 2006  
to present

- delivered site map and wireframes for various fortune 500 clients:
  - ford motor company
    - autoshows.ford.com - new online community of auto show enthusiasts featuring product releases as text, image galleries and videos; and a moderated forum of user comments to which ford responds. the site was delivered in phases, with modifications based on observation of previous iterations
    - internal knowledge management system – built for the chief marketing office to connect worldwide employees with internal subject matter experts, advertising campaigns and external industry news. features a ranking system to further socialize relevant information across the organization
  - merrill lynch
    - background research for long-term development of a site to consolidate their web product offerings while facilitating and strengthening their client relationships to merrill financial advisors

**the college board, new york, ny**  
lead developer, html group, collegeboard.com

may 2003  
to decemeber 2006

- used my technical knowledge and experience to creatively and effectively solve business problems and improve the functionality/usability of collegeboard.com
- stayed abreast of web technology trends and introduced them to the college board where appropriate
  - served as a technical resource for many colleagues within and outside the html group
- worked to improve my ability to convey technical ideas to co-workers by evaluating the results of others' work based on my instruction. worked to better demonstrate my problem solving techniques to others particularly by asking questions of those i am instructing instead of dictating to them
- worked to increase communication between my team and other groups (on and off site). followed a strategy of increased communication, demonstration of ability, and willingness to compromise to attain trust. have stressed the necessity of this to colleagues and tried to lead by example
- participated in entire process of evaluating new html employees: reviewed resumes, interviewed candidates, and evaluated talent
  - developed a test to evaluate new candidates

**compaq computer corporation, houston, tx**  
**product manager, internet solutions business unit**

june 1998  
to september 1999

- managed relationships with external software vendors whose technologies were employed in joint security solutions
- created product descriptions and positioning statements for product flyers, sales guides, and the corporate website
- studied market trends to determine product opportunities and to stay abreast of the competition
- spoke to customers at tradeshow and in formal presentations
- determined and prioritized tasks to be performed by engineering, whose end results were used in marketing collateral

## **additional technical/web experience**

**independent web consulting**

created, maintained, and enhanced the following websites - primarily non-profit, city-oriented organizations and associations:

september 1999  
to present

- shelton walsmith - <http://www.sheltonwalsmith.com>
- nacha online payments pilot - <http://www.paymentspilot.nacha.org/>
- robert f. wagner graduate school of public service - <http://www.nyu.edu/wagner/>
- new york university men's cross country and track – <http://pages.nyu.edu/~npm1>
- new yorkers against the death penalty - <http://www.nyadp.org/>
- american planning association new york metro chapter - <http://www.nyplanning.org/>

**taub urban research center, new york university, new york, ny**  
**research associate**

march 2000  
to september 2001

- prepared maps in mapinfo for use in powerpoint presentations and the web
- as part of a team, collected and researched information on emerging urban trends

**new york city department of city planning, new york, ny**  
**intern, intelligent transportation systems**

november 1999  
to march 2000

- prepared maps in mapinfo for internal analysis and presentation on the web
- performed street survey of physical objects in flushing, queens
- provided literature review of nyc environmental quality review (ceqr) manual

**compaq computer corporation, houston, tx**  
**engineer, internet solutions business unit**

february 1997  
to may 1998

- designed network configurations and executed performance tests of internet firewalls and virtual private networks
- documented test results in technical white papers

**compuserve incorporated, columbus, oh**  
**software developer II**

august 1995  
to february 1997

- developed a system that delivered stock quotes to an individual's e-mailbox or pager using relational databases, c and c++

**victoria's secret stores, columbus, oh**  
**application engineer**

january 1994  
to august 1995

- supported a pc-based client/server system in cobol and c
- wrote specifications, determined tasks, created test plans, and supervised consultants for a project that greatly reduced system maintenance and improved performance and stability

**nationwide insurance, columbus, oh**  
**computer programmer I**

august 1992  
to january 1994

- developed and maintained an insurance rating system in cobol