

## SUMMARY OF QUALIFICATIONS

Accomplished design professional with over 14 years diverse experience in traditional design, product development, and digital media. Skilled at determining client needs, evaluating potential solutions, and delivering exceptional design results. Recognized for creative and technical writing proficiency. Enthusiastic and reliable team member with an in-depth knowledge of the following:

- ◆ Adobe Creative Suite 2
- ◆ Dreamweaver 8
- ◆ Macromedia Captivate 2
- ◆ Microsoft Office
- ◆ HTML and CSS

## SELECTED ACCOMPLISHMENTS

### *Product Development*

Collaborated with product management and developers to design user interface of electronic billing application for consumer and small business markets. Created multiple screen iterations and functional prototypes based on various user scenarios, improving functionality prior to product's final development.

Initiated replacement of image intensive static user tutorial with dynamic online help. Multimedia presentations increased user knowledge by outlining how best to use specific product features, and decreased in-house production time when updating new version releases.

### *Innovative Design*

Sole proprietor of **Douglas Design Works**, an independent design house providing various creative services to local businesses and non-profit organizations, including the following:

- ◆ Green My Ride | Logo design, event poster illustration, and direct mail advertising
- ◆ University of Washington, Intercollegiate Athletic Leadership program | Logo design
- ◆ ZippyDogs.com | Direct mail advertising and informational product sheets
- ◆ Rabuor Village Project | Save the date postcard design and special use logo creation

Designed ten eye-catching and educational Rave Cards covering STD prevention, substance abuse, and social issues affecting lesbian, gay, bisexual and transgendered (LGBT) youth. Cards delivered appropriate health messaging while providing confidential resources for social and health services.

Authored and illustrated comprehensive style guides to assist language translation vendors in localizing technical materials. Documents ensured that translated text used appropriate terminology for the given subject matter, and was respectful of cultural differences across the global marketplace.

### *Freelance Journalism and Technical Writing*

Contributing travel writer to top national news sites ABCNews.com and MSNBC.com. Article topics include adventure travel, eco-tourism, and romantic holiday escapes.

Contributing writer to Tekbug Seattle and Computer Source Magazines. Features include automotive reviews, local interest stories, computing, and business news.

Experienced in writing tutorial documentation for end-users of online applications. Also skilled at writing and designing technical style guides for corporate branding.

## EMPLOYMENT HISTORY

### VeriSign, Inc., Seattle, WA | 08.04 - 02.07

VeriSign, a leading provider of intelligent infrastructure services for businesses and consumers, enables billions of daily transactions across secure global networks. Responsibilities included managing the design process for upgrading clients to current versions of VeriSign applications, designing product brochures and other marketing materials, and creating functional prototypes of Web-based analytic applications.

### FILTER/TALENT, Seattle, WA | 07.98 - 07.04

FILTER/TALENT is a creative staffing agency that matches qualified talent to their corporate clientele for temporary, contract, and direct-hire opportunities. Contracted with various Microsoft groups such as MSN Autos, Encarta, and MSNBC.com. Assignments involved daily image production and optimization, ongoing maintenance of Web features, and creation of prototypes for consumer usability testing.

### Starwave Corporation, Bellevue, WA | 10.94 - 03.98

Starwave Corporation, a pioneer in new media, produced original CD-ROM titles and developed a variety of Web content sites. Specialized in image manipulation and color correction of various source materials, bringing visual consistency to multimedia CD-ROMs such as *Eastwood* and Peter Gabriel's *EVE*. Developed production and layout skills as Web Designer on Starwave's Family Planet and ABCNews.com sites.

## EXHIBITIONS AND AWARDS

### Solo exhibition, *Diminutive Autos series*

Original acrylic works on canvas depicting the immense charm of pint-sized European vehicles.  
Herkimer Coffee; Seattle, WA | November - December, 2007  
Windermere Real Estate; Seattle, WA | July, 2007

### Second place, Society of Professional Journalists, Western Washington Pro Chapter

Magazines in Western Washington, Business News/Criticism category  
*Battle of the Badges: Caste Adrift at Microsoft*, Computer Source Magazine | 2004

### Honorable mention, Student Invitational Exhibition; *Smoke Break*

Original oil on canvas painting of jazz guitarist George Benson, created from the Blue Note photography of Francis Wolff.  
Seattle Central Community College | 2003

### First place, Student Invitational Exhibition; *Black & Blues*

Original oil on canvas portrait of jazz bass player Sam Jones, created from the Blue Note photography of Francis Wolff.  
Seattle Central Community College | 2001

## EDUCATION

### Seattle Central Community College, Seattle, WA

Associate of Arts Degree, General Studies | 2003

### The Art Institute of Seattle, Seattle, WA

Associate of Applied Arts Degree, Visual Communications | 1993