

RESUME

ROBIN SILBERLING

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OBJECTIVE

A Senior User Experience Designer position where my design skills and experience will support a multidisciplinary team creating innovative and usable web experiences that improve people's lives.

PROFESSIONAL EXPERIENCE

A senior user experience designer, I have a history of driving the design of software user experiences from concept through completion. I have over ten years of experience designing solutions for complex web-based business applications, plus many years working designer on a variety of innovative desktop software products. I have contributed to all levels of the user experience and in all phases of the product development lifecycle, from defining a product's overall architecture and structure to iterating, specifying, and polishing the interaction details for specific features. I value user-centered design processes, and am expert at using current tools to create high-quality deliverables that communicate the intended user experience. I have collaborated closely with product development teams using agile and waterfall software methodologies.

Senior User Interface Designer – Open Text Corp. / Vignette, Inc., Austin TX

February 2008 to Present

- ▶ User experience architect and lead designer for Vignette Content Management 8.0, a web application that allows business users to create and manage web content and rich media for enterprise web sites.
- ▶ Produced sketches, storyboards, wireframes, diagrams, mockups, prototypes, and high-fidelity visuals to define the overall workspace architecture as well as interaction design for features such as content editors, complex data tables, pickers, publishing, and widgets. Guided external vendors on development of visual design and icons.
- ▶ Created HTML prototypes for rapid usability testing cycles. Collaborated with usability researchers on the test design and findings.
- ▶ Helped establish internal best practices for applying user-centered design methods within the agile process. Participated in agile sprint and release planning. Facilitated design sessions and reviews with key stakeholders and customers.

Freelance Designer – Austin, TX

2004 to 2008

- ▶ Part time freelance design for a variety of projects: web sites, diagrams, and graphic design for print.
(I was studying photography at St. Edward's University during this time.)

Senior User Interface Designer – Allegis Corporation, San Francisco, CA

September 1998 to August 2002. Contract through 2003

- ▶ Lead UI Designer for six major releases of eBusiness Suite, a web-based partner/customer relationship management application with over 30 configurable components.
- ▶ Designed UI framework, navigation, appearance, interaction conventions, and business features. Diagrammed business logic and process flows, created wireframes and HTML/CSS prototypes. Wrote use cases, UI specifications, and a UI Style Guide. Performed informal usability testing.
- ▶ Edited CSS, HTML and XML source code to create customized product themes for customers.

Senior User Interface Designer – Netscape Communications, Mt. View, CA

November 1995 to September 1998

- ▶ Designed HTML and Java-based interfaces for Netscape Server products SuiteSpot 3.0 and 4.0 beta. Established new UI framework for the SuiteSpot product family. Designed server administration and content management features. Created prototypes and mockups in HTML and Photoshop, wrote UI specifications and UI style guide. Collaborated with user researchers on usability testing.
- ▶ Lead Designer for cross-platform web page editor for Netscape Navigator Gold 2.0 and 3.0. Contributing designer for Netscape Communicator 4.0. Wireframed, prototyped, and wrote specifications for features, menus, dialogs, and toolbars, for Windows, Mac and UNIX versions. Collaborated with user researchers on usability testing.

Senior User Interface Designer - BAM! Software, Inc., Mountain View, CA and New York, NY

September 1993 to June 1995

- ▶ Lead Designer for Prentice-Hall's Writer's Solution CD-ROM, an educational multimedia writing curriculum for grades 6-12. Prototyped and designed the navigation, appearance, graphics, and interaction conventions. Hired contract designers and usability testing consultants.

Senior User Interface Designer – Taligent, Inc / Apple Computer, Cupertino, CA

January 1991 to September 1993

- ▶ Senior member of a very interdisciplinary Interface Design Team creating a user experience for a new object-oriented operating system (spun out to become an Apple-IBM joint venture). Designed and prototyped new visual appearance and interaction conventions for windows, dialogs, controls, icons, direct manipulation, and linking. Collaborated with usability researchers.

Interface Designer & Quality Engineer - Apple Computer, Cupertino, CA

February 1987 to January 1991

- ▶ Lead designer for a suite of out-of-the-box example programs for HyperCard 2.0.
- ▶ Performed quality assurance testing.

EDUCATION

St. Edward's University Photo-Communications, 2004 – 2007

UC Santa Cruz Extension Certificate in Graphic Design & Production, 1987

Independent Studies UC Berkeley Extension, 2001 – 2003, Foothill College, 1981 – 1984, 1996 – 1999, Ohlone College, 1984

SKILLS AND EXPERIENCE SUMMARY

Interaction Design

- ▶ Analyzing and diagramming business processes and data models. Creating flow charts, concept maps and relationship diagrams.
- ▶ Developing UI requirements, use cases and work/scope analysis from business requirements and/or Agile user stories
- ▶ Creating wireframes, and HTML/CSS mockups and prototypes
- ▶ Writing requirements, functional specifications, and design style guides
- ▶ Collaborating with user researchers, designing and running usability studies

Web Design & Prototyping

- ▶ Creating web-based prototypes using HTML and CSS (some JavaScript)
- ▶ Creating standards-compliant boutique web sites
- ▶ Familiar with web accessibility requirements

Visual design

- ▶ Creating high-fidelity mockups in Photoshop
- ▶ Creating CSS-based visuals for web sites and applications
- ▶ Print-based graphic design in InDesign and Illustrator
- ▶ Photography (digital, film, and large-format), studio lighting, digital image processing, and color management systems

Technical and Software Experience

- ▶ Expertise with modern design software: Photoshop, Illustrator, InDesign, Dreamweaver (with templates), MS Office, Visio, Windows and Mac platforms
- ▶ Well versed in HTML and CSS, moderate experience with Javascript
- ▶ Experienced with Agile development methodology