MEGHAN WILLIAMS, PH.D., CUA

SUMMARY

Meghan Williams has over thirteen years of multimedia-related experience and a post-graduate degree in information systems. She possesses strong leadership and communication skills. Her diverse background includes experience in user-centered design, digital imaging, web design, training and teaching, process engineering and modeling, people management, and project leadership. Her enthusiasm, dedication, and collaborative nature make her an asset to any organization.

EXPERIENCE

National Association of Electrical Distributors (NAED) – St Louis, MO   2008 to 2008
Web Development Manager

- Managed maintenance of NAED websites
- Conducted user satisfaction survey
- Analyzed evaluation results and identified corrections
- Created or modified user interface designs
- Analyzed web statistics and identified courses of action
- Managed maintenance of membership database
- Functional management

A. G. Edwards – St Louis, MO   2000 to 2008
User-Centered Design   *2007 to 2008*

- Created or modified user interface designs
- Executed a number of usability evaluation techniques:
    - Usability Testing
    - Heuristic Reviews
    - Card Sorts
- Analyzed results and develop recommendations
- Developed facilitator scripts, test plans, and test reports
- Created and executed presentations for senior management
- Maintained the user-centered design touch points in the system development lifecycle
- Developed and executed user-centered design training
- Conducted user research interviews

Project Management Enablement   *2006 to 2007*

- Coordinated and executed quarterly Project Manager "boot camp"
- Coordinated and executed monthly Project Management for Functional Managers training sessions
- Facilitated project process development
- Created job aids for key reports and processes
- Created/maintained project management sections of the IT intranet
- Designed/maintained intranet site for the development methodology
- Designed/maintained the development methodology and project plan framework
- Facilitated group work sessions

Project Methodology & Communications (Manager)   *2004 to 2006*

- Designed/maintained the project plan framework and development methodology

- Designed/maintained intranet site for the development methodology
- Conducted one-on-one and small group project methodology training sessions
- Led cross-departmental, management-level committees; Facilitated group work sessions
- Engineered and modeled the project management processes and supporting templates
- Designed/maintained project management curriculum
- Coordinate and execute quarterly Project Manager Forum
- Coordinated and acted as subject matter expert (SME) for the creation of proprietary project-related training

Developer Mentor   *2002 to 2004*

- Developed user interfaces for web applications
- Performed heuristic reviews
- Conducted training
- Mentored staff on the development methodology, Rational Unified Process, and UML
- SME for web basics training track, which included courses in HTML, Dreamweaver, DTHML and JavaScript
- SME for usability training track, which included courses in user-centered design, usability testing, and information architecture
- Led project responsible for designing and developing a reuse repository
- Led cross-departmental, senior-level committees

Development Webmaster (Team Lead)   *2000 to 2002*

- Coordinated development in the web space by managing a team responsible for:
    - Conducting user interface reviews
    - Maintaining user interface design standards
    - Analyzing web metrics
    - Providing training on web-related topics
    - Developing and maintaining web development standards and lifecycle processes
    - Conducting peer reviews of web applications
- Led cross-departmental committees and participated in senior-level committees

MegWilliams.com (formerly Digitlchic.com) – St Louis, MO   1989 to 2007

Owner and Visual Specialist

- Created custom-designed websites
- Offered services in web site maintenance
- Offered services in portrait and event photography
- Created custom digital artwork
- Developed brands for small start-up companies and not-for-profits

Revolution School – St. Louis, MO   2006 to 2007

Adjunct Faculty

- Taught 'Website Development' course
    - topics included: usability, HTML, Dreamweaver, Flash
- Taught 'Working with Digital Photography' course
    - topics included: user-interface design, graphic design, Adobe Photoshop
- Created and maintained school's website: www.revolutionschool.com

Nova Southeastern University – Ft. Lauderdale, FL   2004

Graduate School of Computer and Information Sciences – Adjunct Professor, Doctoral Program

- Taught distance-learning classes in multimedia
- Topics included user-interface design, media usage, usability, multimedia components and technologies

Sanford-Brown College – St. Louis, MO   1997 to 2000
Interactive Multimedia Program Director   *1998 to 2000*

- Taught courses in: Adobe PhotoShop, Adobe Illustrator, Adobe Premiere, Macromedia Director, Macromedia Authorware, Adobe PageMaker, HTML, DHTML, and JavaScript
- Taught lecture courses on interactive multimedia fundamentals which included pre-production planning techniques such as creating proposals, flowcharting, and storyboarding
- Created syllabi for all multimedia courses and program/course descriptions as well as step-by-step in-class assignments
- Lead and participated on a number of cross-departmental, director-level committees
- Reviewed and edited the technical material for a web development textbook[1]*
- Reviewed and edited several certification tests

Interactive Multimedia Instructor   *1997 to 1998*

- Taught courses in: Adobe PhotoShop, Adobe Illustrator, Adobe Premiere, Macromedia Director, HTML
- Taught lecture courses on interactive multimedia fundamentals, general information technology topics, and data communications

CPI / Fox Photo   1989 to 1998
Digital Imaging Specialist   *1994 to 1998*

- Offered digital imaging services for over 100 photo labs
- Conducted beta testing for Kodak proprietary imaging system
- Conducted beta testing for Management Graphics hardware
- Conducted training and marketing presentations
- Created promotional materials

EDUCATION

Nova Southeastern University – Ft. Lauderdale, FL   2000 to 2003
- Doctor of Philosophy, Information Systems
- 3.68 Cumulative GPA
- Dissertation topic: Taxonomy of Media Usage in Multimedia (T-MUM)

Webster University – Webster Groves, MO   1996 to 1998
- Master of Arts, Media Communications: Interactive Media
- 3.87 Cumulative GPA

Rochester Institute of Technology (RIT) – Rochester, NY   1991 to 1994
- Bachelor of Arts, Applied Photography: Commercial Photography
- 3.12 Cumulative GPA

TRAINING

Human Factors International   2007
  User-Centered Analysis and Conceptual Design

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[1] Mohler, J. L., & Duff, J. M. (2000). *Designing Interactive Web Sites*. Albany, NY: Delmar Thompson Learning.
* Book was reviewed under maiden name, Meg Otto

The Science and Art of Effective Web and Application Design
Practical Usability Testing
Putting Research into Practice

Icon Medialab   2003
Information Architecture and User-Interface Design
Iterative Project Management
Requirements Elicitation and Facilitation

Rational University   2002 to 2003
Object Oriented Analysis and Design using UML
Principles of Managing the Iterative Process
Requirements Management using Use Cases
RequisitePro Overview & Fundamentals of Rational Rose

St Louis User Experience Conference (STL>UX>2005)   2005
Card Sorting & Cluster Analysis for Information Architecture Design

Systemation   2000 to 2002
Fast Start to Systems Analysis, Project Management Process

UMSL's Chancellor's Certificate Program (University of MO, St. Louis)   1998 to 2004
DHTML
JavaScript
Macromedia Flash
Visual Basic

User Interface Engineering   2003
UIE Roadshow

CERTIFICATIONS

Human Factors International   2007
- Certified Usability Analyst (CUA)

Brainbench Certifications   2000 - 2003
- Adobe Photoshop   Scored 98% higher than previous testers
- Business Writing   Scored 91% higher than previous testers
- English Vocabulary 2   Scored 93% higher than previous testers
- Internet Industry Knowledge   Scored 91% higher than previous testers
- Web Design for Accessibility Scored 94% higher than previous testers
- Dreamweaver, HTML Programmer, Macintosh Power User, Math Fundamentals 2, Programmer/Analyst Aptitude, Project Management, Technical Writing, Unified Modeling Language (UML), Web Design Concepts, Windows Power User, and Written English 2

Brainbench Certified Internet Professional Program (BCIP)   2003
Web Designer Certification
- Concentrations in both Graphic Design and Page Layout

VOLUNTEERING

In addition to church-related activities, Meghan has volunteered photographic, web and graphic design skills, to numerous churches and ministries. Additionally, she volunteered for the organization below.

Usability Professional's Association
- Content Owner/Manager on Web Content Team   2003 to 2004
- 2008 UPA Conference Submission Reviewer   2007

PORTFOLIO

Available online http://www.meghanwilliams.com/portfolio