

HIGHLIGHTS

- Over ten years of experience with object oriented development for desktop software in Java (Swing) and web-based applications in a variety of programming languages
- Actively engaged in the open source community
- Conducted usability research involving Army personnel for training simulation software
- Managed usability testing of Ion Storm's video game, *Thief: Deadly Shadows*
- Comfortable working with diverse, geographically disparate teams
- Familiar with User Centered Design (UCD), Rational Unified Process (RUP), and Scrum

TECHNICAL SKILLS

- **Programming** – Java, Swing, JDBC, JSP, SQL, XML, JavaScript, jQuery, Python, PHP, HTML, CSS
- **Usability** – user testing, heuristic evaluation, pluralistic walkthroughs, wireframes, use cases, accessibility, competitive analysis
- **Tools** – Eclipse, IntelliJ, Netbeans, Visual Studio, Photoshop, Lightroom, GIMP, Inkscape, svn, bzt, git

PROFESSIONAL EXPERIENCE

Manager of Technical Delivery

May 2011—Jan 2012

Forum One Communications

- Provide technical oversight across multiple projects
- Coach project teams on development methodology
- Guide professional development and training needs of developer staff
- Manage company's engagement with the local Drupal open source community
- Presented two sessions on agile development at CapitalCamp D.C.

Applications Developer

2005—2011

GE Aviation, Four Kitchens, Motive, Austin Logistics, University of Texas

- Produced wireframes and workflows for web-based applications
- Develop and contribute open source themes and modules for the Drupal content management system
- Developed automated functional web application tests using Jython
- Involved in software specification, design, project planning, and technology decisions
- Developed Java Swing-based application for call center management
- Developed web-based network hardware management software using Java, Struts, and Velocity

Research Assistant / Usability Specialist**2004—2005***University of Texas, IBM*

- Conducted user testing (pluralistic walkthroughs) and heuristic evaluation of simulation software designed to train Army battle commanders. Work involved testing and interviewing Army personnel with one test conducted at Ft. Sam Houston
- Managed and conducted pre-release usability testing for *Thief: Deadly Shadows*. Developed user test plan, conducted tests, and presented results to the executive producer. Tests involved direct observations, verbal protocols, video recording, and post-play interviews and questionnaires
- Performed competitive analysis between WebSphere and .Net application servers
- Developed Python tool for categorizing usability problem reports based on textual content

GUI Developer**2000—2003***CALEB Technologies, ThinkSpark*

- Developed user interface (Swing/JFC) for real-time crew scenario software for Northwest Airlines. Application provides crew coordinators with a real-time view of current flight patterns and downstream problems, allowing modifications and what-if scenarios
- Created custom user interface components using Swing and Java2D for internationalized desktop application used to control network timepiece hardware
- Worked directly with customers and QA engineers to ready software for user acceptance testing.
- Assisted technical writing staff with document verification

Applications Developer**1998—2000***ThinkSpark, Journyx, Raytheon*

- Developed client (Swing) and server-side components for Java desktop application for centralized contact and bookmark management via a web service
- Implemented web-based commerce solution for Home Interiors, Inc
- Created automated data replication application for Army project
- Carried security clearance (Raytheon)

EDUCATION

Oregon State University

Corvallis, OR

Graduate coursework in statistics and human factors with an emphasis on aviation

University of Texas

Austin, TX

M.S., Information Studies, May 2006

Emphasis: Software usability

University of Southern Mississippi

Hattiesburg, MS

B.S., Computer Engineering Technology, May 1998

PUBLICATIONS

Bias, R., Lucas, S., & Latham, T. (2007). The HURIE Method: A Case Study Combining Requirements Gathering and User Interface Evaluation. In C. Righi, & J. James (Eds.). *User-Centered Design Stories* (pp. 163-183.). Boston: Morgan Kaufmann.

Lucas, S., & Fulton, D. (2004). What We Learned Evaluating the Usability of a Game. *Usability Interface*, 11, 7-8.