

Karen Theisen

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A SEASONED USER EXPERIENCE DESIGN PROFESSIONAL

I am seeking opportunities to apply my 11 years of experience designing intuitive products in a rigorous user-centered process to the design of innovative and user-friendly web-based applications.

EXPERIENCE

1/08 – present User Experience Design Consultant, Bay Area, CA

- ▶ User experience design consulting with a focus on rich web-based applications for a variety of companies. Products have included consumer green technology resource management applications, mobile design tools, information visualization applications, and a call center application.
- ▶ Applied a user-centered design process that included user research (customer interviews, review of tech support issues, review of training materials and other customer documents, and competitive analysis.) Applied the user research findings to the design of brand new user interfaces as well as to the design of next generation UIs for existing products. Deliverables included wireframes, fully rendered visual designs, and design specifications.

4/06 – 1/08 Vinq LLC., San Jose, CA

Senior User Interface Designer

- ▶ Designed the user interface for Web 2.0 information and graphics intensive tools for accessing and visualizing large datasets.
- ▶ Conducted user research and analysis to inform the designs.
- ▶ Tested the designs with users and iterated on the designs based on the feedback.

9/95 – 12/07 Elastic Technology Inc., San Francisco, CA

Owner and Designer of STRETCH, an information visualization system

- ▶ Designed the interface of an information visualization system to view and manage large hierarchies. Marketed and licensed STRETCH to several corporations, including Oracle Inc., for use in their applications. Patented the design. (5,877,775 and 6,259,458)
- ▶ Tailored the user interface to meet customer requirements.
- ▶ Competed with STRETCH against the Hyperbolic Browser (an information visualization system developed at Xerox Parc) in the August, 1997 BayCHI Browse-Off. In a timed, live test, expert and novice users of STRETCH kept pace with the Hyperbolic Browser users who were each trying to locate the same data in their respective interfaces.

7/00 – 6/05

Sun Microsystems, Inc., Menlo Park, CA

User Interface Designer

- ▶ Worked with inter-disciplinary teams including engineers, technical writers, accessibility specialists, and marketing representatives on the design of the user interface for system management and communications applications.
- ▶ Performed user and task analysis and gathered customer data via customer visits, competitive analysis, and in-house usability tests to determine the requirements for and inform the design of system management products and communications tools.
- ▶ Designed the user interface for several system management applications, an enterprise instant messaging client, and web-based enterprise portlets. Conducted heuristic analyses on existing products and ran usability tests with paper-based and interactive prototypes. Iterated on UI designs based on user feedback. Published reports to communicate the results with the team and to build consensus.
- ▶ Worked with the corporate-wide HCI community to provide design guidelines for system management applications. Conducted usability tests to validate the recommendations in the guidelines.
- ▶ Wrote user interface design specification documents.

1/00 – 6/00

MedicaLogic, San Francisco, CA

User Interface Designer

- ▶ Aided in the design of the user interface for a consumer oriented medical information web site.
- ▶ Designed and conducted a usability test of the system. Iterated on the UI design based on results.

8/99 – 11/99

Inxight Software, Inc., Palo Alto, CA

User Interface and Visual Designer

- ▶ Designed graphics for a chapter by Ramana Rao, the CTO of Inxight, for the book *Understanding* by Richard Saul Wurman.
- ▶ Design iteration on information visualization tools.

7/98-8/99

Oceania Inc., Oakland, CA

User Interface Designer

- ▶ Designed solutions for an electronic medical record system including competitive analysis, contextual interviews, rapid prototyping, iterations, and usability testing.
- ▶ Wrote functional specifications.
- ▶ Managed contractors.

12/97 - 4/98

Adaptive Media, Santa Clara, CA

User Interface Designer

- ▶ Designed the User interface for a client/server system to view 3D models over corporate LANs and WANs.
- ▶ Designed the overall look and feel of the viewer including navigation workflow, navigational widgets, and a family of icons.

10/96 - 10/97

Interval Research, Palo Alto, CA

User Interface Designer

- ▶ Interviewed potential users to determine their needs for the design of a multimedia retrieval and parsing system.
- ▶ Created storyboards and paper prototypes to quickly visualize and communicate design concepts.
- ▶ Developed prototypes to test product concepts and functionality. Conducted usability studies to test and improve design.
- ▶ Worked with in-house model shop to create working prototype of hardware/software integration project.

TECHNICAL SKILLS

Proficient with PhotoShop, Illustrator, Dreamweaver, PowerPoint, Excel.

EDUCATION

California College of The Arts

Masters of Fine Arts in Sculpture, May, 2004; San Francisco, CA.

San Francisco State University

Masters of Arts in Instructional Technology, December, 1996; San Francisco, CA.

Virginia Commonwealth University

Bachelor of Fine Arts in 3-D media, May 1989; Richmond, VA;
Graduated Cum Laude.

MEMBERSHIPS

BayCHI (Bay Area Computer and Human Interaction group)
Association for Computing Machinery

ECOLOGICAL INTERESTS AND ACTIVITIES

Chair of the ACM CHI Conference 2008 Sustainability Board
Certified Green Building Professional