

# Rachel Springly Shipman

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## Education:

### **Carnegie Mellon University**

Masters of **Human Computer Interaction**, School of Computer Science

Currently enrolled full time, expected graduation August 2006

GPA: 3.88

### **Colorado State University**

Bachelor of Science, Business Administration, May 1999

Concentration in **Computer Information Systems**

GPA: 3.44 Major GPA: 3.55

## HCI Skills:

**Usability Evaluation:** Think Aloud, Heuristic Evaluation, Cognitive Walkthrough, Contextual Inquiry, Focus Groups, Surveys, KLM

**Design Techniques:** Contextual Inquiry/Design, Affinity Diagramming, Personas/Scenarios, Prototyping (low and high fidelity), Directed Storytelling, Body-storming, Iterative Design, Storyboarding

**Design/Prototyping Applications:** Illustrator, InDesign, Photoshop, Flash, Visual Basic, Dreamweaver, Quark, Canto Cumulus

**Relevant Courses:** HCI Methods, Communication Design, Interface and Interaction Design, Programming Usable Interfaces, Human Factors, Conceptual Models, Usable Privacy and Security

## Technical Skills:

**Languages:** Java, JSP, JavaScript, Visual Basic, VB Script, ASP, HTML, AppleScript, SQL, C++

**Databases:** MS SQL Server, Oracle, MySQL, File Maker Pro, MS Access

**Web Servers:** Jakarta Tomcat, IIS, Apache, JRun, WebSphere

**Development Environments:** IntelliJ IDEA, JBuilder, Eclipse, Visual Studio (C++, VB), Script Editor, FaceSpan, Apple Script Studio

**Operating Systems:** Windows NT, 2000, XP, 2003, Mac OS 9 & 10, Redhat and Suse Linux, Solaris 7-9

**Concepts:** database design, client/server applications, software APIs, project planning, software development lifecycles, TCP/IP, networking, user interface design, testing/QA

## Work Experience:

### **Canto, Inc.**

#### **Director of U.S. Technical Services**

January 2004 - October 2004

New York, NY

- Reported directly to CEO; collaborated on channel growth and improvement
- Developed course content, schedule, materials, and source code examples for third party developer certification on Canto Cumulus Java and JSP APIs.
- Implemented third party developer training program and testing for certification in New York and San Francisco
- Planned and managed implementation of web-based technical support system and knowledge base with web developers in San Francisco and Berlin
- Continue to work for Canto as an independent contractor on a project by project basis

#### **Manager of U.S. Technical Services**

April 2003 – December 2003

San Francisco, CA and New York, NY

- Managed the U.S. Technical Support and Integration Services Teams
- Implemented plan for improved East Coast technical services presence by establishing New York City office in October 2003
- Improved/maintained relationships with Canto's largest customers and third party developers
- Represented Canto at industry events and public speaking engagements

- Developed and implemented hardware and software standardization for company servers and workstations to facilitate ease of maintenance and upgrades
- Promoted to Director of U.S. Technical Services, December 2003

**Technical Services System Integrator**

December 2000 – March 2003

San Francisco, CA

- Performed on-site installation, training, and custom development projects for Canto's Enterprise and Workgroup level solutions
- 60% to 80% travel time on assignment throughout the U.S. and Canada; occasional international travel for strategic planning and training sessions
- Developed small to large scale custom solutions using Java, JSP, JavaScript, SQL, VB, ASP, Apple Script and third party database integration to fit customer's specific digital asset management needs
- Produced over 360K in service revenue from on-site technical services
- Frequently requested by customers for additional on-site services or by reference
- Assisted with sales and marketing efforts by presenting at 15 road shows and trade shows per year to audiences of more than 100 people
- Promoted to Manager of Technical Services in March 2003

**Technical Support Representative**

July 2000 – early December 2000

San Francisco, CA

- Learned Canto's software line, Cumulus, including it's APIs and SDKs
- Performed tier 1 and tier 2 phone and email support for Canto's customers
- Coordinated testing and bug reports with tier 3 support in Berlin
- Assisted sales and marketing departments with technical issues, software demos and training
- Promoted to Technical Services System Integrator in less than 6 months

**Caesar's Palace South Lake Tahoe**

**Application Support Analyst**

June 1999 – March 2000

Stateline, Nevada

- Assisted users at all levels of technical aptitude with software and hardware problems
- Assisted in analysis and selection of new software and upgrades of existing systems
- Facilitated implementation of a new casino management system run by casino's IBM AS 400
- Created custom applications using VB and MS Access for internal use by the MIS team
- Wrote VB macros for MS Office for the Marketing Department

**American Management Systems**

**Business Analyst - Quality Assurance**

Summer Internship 1998

Denver, CO

- Tested applications written in VB for the U.S. Department of the Interior
- Assisted QA analysts and DBAs to pinpoint errors down to source code line level
- Learned aspects of Rational Rose and Crystal Reports software packages
- Awarded for diligence in quality assurance

**References Available Upon Request**