

# ALLISON B. CORBETT

20 Holly Lane  
Ashland, MA 01721  
617-413-6516

[acorbett@willowtree.net](mailto:acorbett@willowtree.net)

<http://www.willowtree.net/portfolio>

Seasoned user experience professional and design lead with over 15 years of experience in creating innovative designs implemented in shipping products. Passionate team leader with excellent project management and mentorship skills. Expert in collaborating with Agile teams on highly complex enterprise products in rapid iterations.

## SELECTED ACCOMPLISHMENTS

- Designed and launched CA Clarity Mobile Time Manager smartphone app and CA Clarity Playbook iPad app within a 6-month period. Worked with stakeholders and customers to define requirements. Created high-fidelity Axure prototypes to test interactions on target devices.
- Created design pattern library for IT Business Management business unit's mobile framework, allowing group to develop and release mobile apps for 3 complex enterprise products within a period of several months.
- Evangelized user-centered design process in Agile development organizations, resulting in significant usability improvements and increased customer satisfaction.
- Presented "Why Can't We All Just Get Along? Improving Designer/Developer Collaboration" talk at Agile 2011 conference.
- Designed configuration and transaction management GUIs for complex real-time transaction processing system. Conducted field research on target users and analyzed current issues to create prioritized list of Agile user stories. Software greatly reduced system error rate and support costs.
- Designed Web-based application for internal call-center representatives. Led user research and observation, participated in requirements meetings, and conducted usability testing with target users to design and evaluate proposed interfaces. Finished system consolidates the functions of several pieces of software, facilitates cross-selling, and allows representatives to handle higher call volumes.
- Designed, architected and implemented open source ticket administration system for community theater organizations in PHP, jQuery and MySQL. Implemented system integrates with free Paypal API and allows theaters to save significantly on ticketing costs.

## SPECIALTIES

- Interaction design
- Mobile design for Android and iOS
- Wireframes
- Interactive prototypes
- UI specifications
- Usability testing
- Requirements gathering
- Agile UX design & product ownership
- Business analysis
- Contextual inquiry
- User interviews
- Group design session facilitation
- Information architecture
- Presentations and public speaking

## SKILLS

- Axure RP
- Visio
- CSS & LESS
- Sublime Text 2
- JavaScript
- DOM scripting/DHTML
- AJAX
- jQuery
- Prototype
- [script.aculo.us](http://script.aculo.us)
- Photoshop
- Illustrator
- PHP
- Wordpress
- ColdFusion/CFML
- XML
- Database Design
- Structured Query Language (SQL)
- MySQL
- Microsoft SQL Server
- Microsoft Access

## EXPERIENCE

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### Product Design Architect, CA Technologies

May 2011 - Present

- Led design teams including interaction designers, visual designers, front end developers, and user researchers over successful major releases for 4 enterprise products. Prioritized design work, set deadlines, mentored design team, and reviewed team designs. Accountable for overall success of design efforts.
- Served as lead interaction designer for iPhone, Android, iPad, and Web applications.
- Produced deliverables including wireframes, specifications and clickable prototypes; facilitated design brainstorming and feedback sessions; planned and moderated usability studies; and spearheaded communication with product owners and development teams.
- Created final icons and other visual assets.
- Worked with product management and engineering to define product requirements and prioritize Agile stories.
- Delivered high-quality, implementable designs while working with multiple globally distributed Agile teams under tight release timeframes.
- Built close partnerships with product managers, developers, quality assurance, and technical writers to advocate user centered design processes and improve the overall user experience of CA's products in several business units, including Security, Service Assurance, and IT Business Management.

### Lead User Experience Designer, Key Bank

April 2007 – April 2011

- Served as lead interaction designer for several Agile scrum development teams. Created user interfaces from concept to delivery for internal, external and extranet Web applications.
- Produced deliverables including graphic mockups, wireframes, clickable prototypes, use cases, specifications, and design description documents.
- Served as visual designer for several major applications. Created graphical mockups and final assets.
- Produced cross-browser HTML, CSS, and Prototype/script.aculo.us JavaScript for production use.
- Collaborated with J2EE and .NET developers to implement final designs.
- Worked with product owners, subject matter experts and users to perform analysis, gather requirements, draft Agile user stories and create specifications.
- Planned and moderated usability tests with internal and external users.

### Independent Designer & Consultant

November 2002 - April 2007

- Designed and implemented Web applications, including scoping and requirements-gathering; user interface design and information architecture; graphic design; and programming in ColdFusion, PHP, and JavaScript.
- Developed production PHP/MySQL code for Web sites including Drum Major Institute for Public Policy, Columbia Journalism Review, and Elizabeth Buffum Chace Center.
- Served as project manager for major release of Cambridge Computer Services Web site. Wrote site copy, developed HTML pages, and performed all ColdFusion and database development. Worked with external design firm and internal stakeholders to launch successful new version of site in tight timeframe.
- Performed consulting, user training and course development engagements in network backup, enterprise storage systems and document technologies.

Senior Consultant, Cambridge Computer Services, Inc.

June 1997 - November 2002

- Performed consulting and training engagements in enterprise software including network backup systems, storage networking, email archiving, automated forms processing systems, and paper-to-electronic conversion solutions.
- Supervised Web Technologies team of 4 consultants as dual report to CEO and CTO. Managed sales and marketing, team strategy, vendor partnerships, and all technical aspects of team. Performed Web development, consulting, and training projects.
- Oversaw multiple releases of company's external Web sites. Authored content, designed information architectures, and developed HTML and ColdFusion sites.
- Designed and developed internal Web applications including document management system, advertising banner rotation utility, and administrative tool for displaying upcoming events on corporate Web site.
- Served as lead author and subject matter expert on 10+ technical training classes, including official courses for Legato, EMC and Iron Mountain.

## EDUCATION

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User Experience certificate, Bentley University (in progress)

Waltham, MA

B.A., Yale University, 1997

New Haven, CT

## AWARDS AND RECOGNITION

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- Patent pending for enterprise strategic planning design
- Received 2 CA "Above and Beyond" awards for project successes
- Earned highest possible performance rating in all CA reviews
- KeyBank "c3" award for usability work on BorrowSmart app
- Course development award from Intermountain chapter of Society for Technical Communication for work on EMC Legato Celestra authorized training course