

JASON L. RICHARDSON

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SUMMARY

Versatile User Experience professional, with a strong and diversified employment history, seeks an exciting position in which my creative, organizational, usability and knowledge sharing skills could be fully utilized.

WORK EXPERIENCE

2004 – Present

Ernst & Young, Cleveland, Ohio

User Experience Manager - 2006 to present

- Manages an international user experience team that performs various UX related functions for internal products.
- Coordinates and performs a variety of usability tests including:
 - Heuristic analysis
 - Remote lab tests
 - Card sorting
 - User interviews
- Analyzes business requirements and develops mockups and prototypes using different mediums including:
 - HTML/CSS
 - Paper prototyping
 - Photoshop
 - Visio
- Develops and presents UX reports and research to key stakeholders.
- Considers accessibility issues and testing for current and future products.
- Provides guidance and maintains internal design and development standards for KWeb products.

Project Manager, Community Home Space (CHS) 2004 to 2006

- Developed the work plan for CHS development process.
- Coordinated and facilitated meetings between clients and developers/designers.
- Managed development and maintenance process to ensure architectural elements and end user requirements are upheld.
- Provided specialized support to communities for their deployed CHS website.
- Developed and enhanced search tools for the CHS platform and provided documentation and training to fellow project managers and CHS community managers.
- Conducted thorough hands on training for community managers, each of whom had various levels of technical experience, on the CHS platform and tools.
- Administered and analyzed metric reports on CHS usage and reported results to communities to encourage continuous improvements.

2001 – 2004

Charter One Bank, Cleveland, Ohio*Business Internet Analyst/Web Developer*

- Developed, designed, and maintained daily operations of corporate intranet system and other applications.
- Conducted business process analysis and needs assessment to align information technology with specifications of the business community.
- Demonstrated thorough knowledge and understanding of customer needs and provided technical support for end users using Intranet applications.
- Documented and analyzed existing infrastructure, recommended future applications and reported on the status of projects.
- Demonstrated an ability to work independently, to work closely with diverse departments within the organization and to train less experienced team members.
- Supported, administered and tested existing applications.

2000 – 2001

Digital Day, Akron, Ohio*Web Developer*

- Developed Web sites that successfully bridged the gap between designers and programmers to develop functional solutions.
- Used HTML, DHTML, JavaScript, Photoshop, ASP, CSS, SQL, and other tools to make designers' visions of Web sites a reality.
- Tested all Web designs and features for functionality in multiple browsing environments.
- Managed update requests from clients and implemented Web site changes.
- Built advanced HTML templates for large-scale corporate Web sites.

1999 – 2000

GIE, Cleveland, Ohio*Web Designer*

- Developed, designed, and maintained Web Sites for various industry publications.
- Interacted with editorial and graphic design staff to implement magazine layouts in an online environment.
- Submitted Web sites to search engines and optimized Web sites for search engine placement.

EDUCATION

2009	M.I.S	Kent State University, Kent, Ohio Major: Information Architecture & Knowledge Management
1997	B.A.	Hiram College, Hiram, Ohio Major: Music Theory and History

More information and portfolio work available at jasonlewisrichardson.com