

# Mike Beltzner

## resume

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### Skills and Interests

*A list of my skills and interests that will benefit an employer*

#### Interpersonal Skills

- Energetic, outgoing, personable, experienced at customer-facing communication;
- Strong team builder who fosters mutual learning and community support;
- A "connector" who tends to start conversations and bring people together.

#### Professional/Managerial Skills

- Good organizational skills and project management experience;
- Experience creating long-term plans, breaking down tactical & strategic actions;
- Skilled in group facilitation and collecting customer feedback;
- Sharp analytical skills and ability to identify key points and focus areas;
- Very effective lobbyist, motivator and strong public speaker.

#### Technical Skills

- Familiar & experienced with Microsoft & Apple OSes and office applications;
- Experienced with Adobe Graphics applications, CorelDRAW!, and Visio;
- Programming experience in C++ & Java, as well as HTML & CSS development;
- Strong understanding of XML/XSD, SOAP, WSDL, BPEL, WS-\*;
- Familiar with Visual Studio, JBuilder and Eclipse development IDEs;
- Strong layout and design skills accompanied by printshop knowledge;
- Skilled in designing software GUIs with a strong, positive user experience;
- Experience in both designing and enforcing UI guidelines.

#### Interests and Hobbies

- Design, layout, fonts, mass communication and marketing innovations;
- Storytelling, varying from Eggers, to Shakespeare to HBO;
- Keeping current on the latest technologies and computing developments;
- Analyzing well designed systems in society like airports and subways;
- Lifelong learning through any means that are available to me.

### Recent Employment History

*My current and most recent employment, along with descriptions of my responsibilities, and accomplishments*

#### User Experience Lead

June 2000 to present

IBM Canada, Toronto Lab for Software Development Toronto, Ontario

Responsible for the user experience of IBM WebSphere enterprise middleware integration development tools, working with graphic designers and development architects to ensure a consistent design and promote ease of use. In this role I am responsible for identifying user roles & personae, identifying common use cases, designing planned user task flows, providing GUI prototypes and guidelines, evaluating early designs with customer- and user-feedback activities, and for co-ordinating with the development, architecture and product management groups.

- Conducted usability studies, site visits, task analyses & cognitive walkthroughs
- Analyzed data, recommended designs in reports & defects to enhance usability
- Formed and managed "Customer Council" to evaluate milestone designs
- Advocated for ease of use design practises at executive and team levels
- Managed and grew usability team at the IBM Ottawa Lab (on assignment)
- Designed and built usability labs at IBM Toronto and Ottawa Software Labs
- Liaised with Eclipse open-source community to improve the Eclipse platform
- Ran workshops & lectured at CASCON, University of Toronto, Carleton University

**Project & Operations Manager** **March 1998 to March 1999**  
Who's Where What's Next Publications Kingston, Ontario

Responsible for producing the Queen's University student phonebook and day planner. In this role, I was responsible for managing a \$100,000+ budget, creating and implementing a strategic plan to ensure the service's success, developing new revenue streams, directing the efforts of graphic design and sales managers, and handling product marketing, sales and distribution.

- Ran the service at an operating profit with near-record revenues
- Doubled sales figures of the publications and delivered products on schedule
- Increased data accuracy and "pick-up rate" of the student phonebook

## Other Leadership Activities

*Short descriptions of non-remunerated positions that I have undertaken for personal interest and skill development*

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**Operations Manager** **May 1999 to May 2000**  
Golden Words, Queen's University Kingston, Ontario

Responsible for the financial success and production operations of the Queen's Engineering Society weekly newspaper, the *Golden Words*. In this role, I co-ordinated efforts of the production team, acted as liaison between the Queen's Engineering Society and *Golden Words*, set and maintained budget, and ran the paper at the largest operating profit in its history.

**Layout Editor** **January 1998 to April 1999**  
Golden Words, Queen's University Kingston, Ontario

Responsible for design and layout of a weekly humour newspaper. In this role I trained and supervised a three-person layout staff, designed advertisements for clients, and acted as bridge between editorial staff and publishers.

**Director / Producer** **September 1994 to June 1995**  
Desperation Theatre Company Ottawa, Ontario

I formed *Desperation Theatre Company* in response to teachers' strike action that would have prohibited performance of school musical. As producer, I co-ordinated the efforts of over 90 students, overseeing all production details including raising and managing a budget of \$5,000. I also provided the artistic direction.

## Academic History

*An outline of my relevant academic history and notable achievements*

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**Bachelor of Education (Concurrent)** **September 1995 to May 2000**  
Queen's University, Faculty of Education Kingston, Ontario

Graduated from concurrent education degree program in May 2000; Obtained "Honours" standing in majority of education courses and achieved "High Recommendation" on all teaching internships.

**Bachelor of Science (Honours)** **September 1995 to May 1999**  
Queen's University, Cognitive Science Program Kingston, Ontario

Awarded *Queen's Matriculation* entrance scholarship; Placed on Dean's Honour List in May 1996; Placed on Dean's List May 1996 through May 1999; Graduated with First Class standing in May 1999.

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## References

*People who can provide an opinion of my capabilities*

- Reference contacts or letters are available on request
- Held "Secret, Level I" clearance within the Canadian Government (expired).