MIKE BELTZNER'S
A SERIES OF FORTUNATE EVENTS

Dear Reader,

If it is at all possible for you to do so, I recommend setting this resume aside. Instead of reading this list of embarrassing good fortune, take the time to look outside, observe the beauty of the day, and reflect on your own lucky lot in life. Reading this resume may leave a reader incredulous and flummoxed by the author's fantastic string of dumb luck. You could not be blamed for this, of course, as such serendipity defies rational explanation; yet here it is, presented for the record and for your scrutiny. Hopefully this list will not upset you, and indeed, perhaps it will inspire you to bestow more lucky windfalls upon the author in spite of yourself.

In **June of 2000,** I tripped over a rock & fell into the role of **User Experience Lead** at IBM Canada:

- I am responsible for overall user experience of IBM WebSphere integration development tools
- I identify and document user roles and personae, common use cases & high level task flows
- I create GUI prototypes, design documents and user interface guidelines
- I design and run user-feedback studies, site visits, task analyses and cognitive walkthroughs
- I analyze the data and recommend designs changes in reports & defects to improve usability
- I write reports, enter defects and recommend designs to enhance the ease of use of products
- I always advocate for ease of use design practises at both the executive and team levels
- I co-ordinate with development, architecture and product management groups
- I have managed & grown a usability team while at the IBM Ottawa Lab on an assignment
- I have both designed and built usability labs at IBM Toronto and Ottawa Software Labs
- I often liaise with Eclipse open-source community to improve the Eclipse platform
- I was lucky to be invited to present lectures and conduct workshops at CASCON, University of Toronto and Carleton University.

In **March of 1998,** I correctly guessed the number of jellybeans in the jar, and was hired on as **Project & Operations Manager** at Who's Where / What's Next Publications:

- I was responsible for publishing the Queen's University student directory and day planner
- I created a strategic plan, managed a $100k budget, and oversaw design and sales staff
- I developed revenue streams, and managed the product strategy, marketing and distribution
- I was very fortunate and delivered the products on schedule, increasing sales and making a near record profit.

In **May of 1999,** I was selected by random draw to be **Operations Manager** at Golden Words:

- I was responsible for running the overall operations of this humour weekly – what luck!
- I co-ordinated the efforts of the 25+ member, all-volunteer production team
- I acted as liaison between the Queen's Engineering Society and *Golden Words*.
- I maintained the budget, and by happy coincidence it ended up being the most profitable year ever.

I attended Queen's University thanks to mistaken identity, and managed to find my way to obtaining **Bachelor of Science (Honours)** and **Bachelor of Education** degrees. I've also been able to come upon skills in various internet technologies, to compile Java programs without errors, and to find natural affinities for organization, teamwork, public speaking and project management.

(I live in a nice apartment at **1802-18 Hollywood Ave, Toronto, ON, M2N 6P5.** The digits of my phone number, **41-66-70-30-69** won the lottery last weekend. My email address is, fortunately, quite memorable: **mike@beltzner.ca**)