

# Mike Beltzner

[user experience designer, advocate, and manager]

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## Recent Work Experience

### IBM Canada

User Experience Lead, June 2000 through Present

- Responsible for overall user experience of IBM WebSphere integration development tools
- Identified and documented user roles and personae, common use cases, high level task flows
- Created user interface design documents, guidelines and prototypes
- Conducted user-feedback studies, site visits, task analyses and cognitive walkthroughs
- Formed and managed a user-based “Customer Council” to evaluate milestone designs
- Analyzed data and recommended designs in reports & defect descriptions to enhance usability
- Advocated for ease of use design practises at executive and team levels
- Co-ordinated with development, architecture and product management groups
- Managed and grew usability team at the IBM Ottawa Lab (while on temporary assignment)
- Designed and built usability labs at IBM Toronto and Ottawa Software Labs
- Liaised with Eclipse open-source community to improve the Eclipse platform
- Presented HCI workshops & lectures at CASCON, University of Toronto, Carleton University

### Who’s Where / What’s Next Publications

Project & Operations Manager, March 1998 to March 1999

- Responsible for the publication of the Queen’s University student directory and day planner
- Created strategic plan, managed \$100k budget, and oversaw design and advertising sales staff
- Developed revenue streams, managed product strategy, planning, marketing and distribution
- Delivered products on schedule, increased sales and “pick up rates”, ended in profit position

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## Volunteer Experience

### Golden Words

Operations Manager, May 1999 to May 2000

- Responsible for financial success and overall operations of *Golden Words*, a humour weekly
- Co-ordinated efforts of the 25+ member all-volunteer 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

### Desperation Theatre

Producer / Director, September 1994 to June 1995

- Formed *Desperation Theatre Company* to produce student musical during teachers’ strike action
- Co-ordinated the efforts of over 90 volunteer students
- Managed all production details including raising and managing a budget of \$5,000

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## Skills

**Professional:** project management, planning, group facilitation, data analysis, advocacy  
**Technical:** layout & visual design, GUI design, formal and “discount” HCI/usability methods  
**Languages:** Java, C++  
**Technologies:** XHTML, CSS, XML, XSD, SOAP, WSDL, BPEL, WS-\*, SOA  
**Tools:** Lotus Notes, Adobe Photoshop/Illustrator, MS Visio, Eclipse, JBuilder, MS Studio  
**Platforms:** Windows, Mac OS X