

# Steven LeMay

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profile

## design and usability

- fierce defender of the user's perspective in the design process
- keen visual eye and strong typographic sensibility
- experienced in specification of design patterns and templates
- mentors and communicates design and usability concepts to a broad audience

## personal

- combined arts and technology background
- solid combination of imaginative and logical creativity
- self-motivated, self-reliant and quick learning

employment

## University of Toronto – Instructor, Introduction to Information Architecture

Sep – Oct 2003

Targeted to professionals upgrading their skills, this evening course introduces information architecture and takes students through a user centred design process to the creation of a fully realised interaction design specification.

## Extend Media – User Experience Architect (contract)

Aug – Sep 2003

An intensive foray into forward thinking consumer product development.

- created wireframes for an integrated system to deliver TV, movies, music and games on demand
- authored functional specification document to detail the wireframes and workflows, supporting not only the product definition but also the patent process

## Usability Matters – Information Architect / Usability Specialist (contract)

Mar – May 2003

Short-term contract to help this exciting new company through a peak period.

- devised a personalisation scheme that allowed a client to speak more directly to its audience through their website
- authored needs assessment and system requirements document using survey results and stakeholder interviews as key inputs
- created site architecture, schematics and competitive analysis reports

## CIBC – Usability Specialist (contract)

Sep 2002 – Feb 2003

Created Interactive Design Specification documents, wireframes and process flows.

- designed student area of CIBC's corporate web site that opened a marketing reach for CIBC to a college and university audience
- created process flows and wireframes for online banking enhancements. Designed task flow and screen layouts to allow transfer of funds between Canadian and US denominated accounts while smoothing out the complexities of real time exchange rates
- conducted user experience research and competitive analysis of online banking in Canada that helped to secure a recognition of the connection between usability enhancement projects and improvements to CIBC's place in the market

## Fidelity Investments Canada Limited – Senior User Interface Designer

Oct 2001 – Aug 2002

Designed user interface and conducted usability testing of web based financial services software.

- received Key Contributor Award in recognition important contributions toward the successful launch of the business
- increased customer satisfaction by conducting usability tests of both working screens and paper prototypes and translating the results into enhanced designs
- customised system look & feel per client firm to allow each firm's corporate identity to be presented to it's employees and it's investor clients

**CGI Inc.** (formerly Star Data Systems) - *User Interface Designer (contract)* Aug 2001 – Oct 2001

Designed enhanced functionality and revised look & feel for mixed Java and HTML financial services software.

- ensured optimal usability by creating GUI designs that specified both interaction and workflow
- achieved significant aesthetic improvement with an updated look & feel for the existing application (CSS, HTML and images)
- updated Style Guide to ensure consistent user experience in future development efforts

**Astound Inc.** - *User Interface Designer (contract)* Jun 2001 – Aug 2001

Designed an efficient, elegant and highly usable interface for call centre support software.

- created logical information hierarchies to provide multi-dimensional data drill-down and reporting
- produced HTML mock-ups, templates and CSS for all application components to ensure correct interpretation of designs
- authored Style Guide for programmers to ensure design integrity in future development efforts

**Necho Systems Inc.** - *User Interface Design Consultant (contract)* Jun 2001

Strategic consultation on accounting software to maintain product dominance against fierce competition.

- authored report containing competitive analysis and corrective recommendations for the short, mid and long term

**Ticoon Technology Inc.** - *User Interface Designer* Sep 2000 - May 2001

Designed user interface of internet enabled financial goal planning application targeted to home users.

- represented the user's perspective within the Rational Unified Process (RUP) to ensure industry leading best practices were employed in the software development cycle
- created low fidelity storyboards to optimise workflow and high fidelity designs to specify aesthetics

**Star Data Systems** - *Graphical User Interface Designer / QA Analyst* 1995 - 2000

Designed mixed Java, HTML, XML application for financial planners and brokers.

- designed the framework for a multi-technology UI that incorporated Java GUI, JSP's, static HTML and integrated telnet and stock price components
- authored interface design standards and style guide to ensure design integrity of future development
- specified standardised Java layout manager grid to support rapid consistent GUI layout
- conducted user feedback interviews for content and usability review
- improved development quality by focusing on methodology, creation and enforcement of programming standards, and verification of program documentation

**The National Ballet of Canada** - *Production Assistant* 1989 - 1995

- instrumental in computerising old paper based systems including RDBMS inventory and CADD drafting of theatres, scenery and lighting plots
- worked as member of road crew for tour to Europe (1994) and to Asia (1992)

**Nielsen Norman Group** 2002 Usability Week conference and workshops

- Flash Usability, Intranet Usability, Accessibility

**Institute for Computer Studies** 1995 (formerly Honeywell Institute) Honours Diploma

- Intensive computer programming and systems analysis course
- Valedictorian, graduated with honours

**York University** 1987 Bachelor of Arts Degree

- Major in Sociology with concurrent studies in computers, economics, mathematics, theatre and film

**Bell Centre / Centennial College** 1997 (credit course)

- Graphic Design for the Web