

# Joe Gallagher

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## Capabilities

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User interface design  
Responsive design  
Requirements gathering and definition  
Mobile apps (iOS / Android)  
User Flows  
Usability testing  
Prototyping  
Content strategy  
Rapid sketching and iteration  
Management and mentoring

## Tools

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**UX:** Axure, Visio, Whiteboard, rapid sketching and iteration

**Adobe:** Photoshop, InDesign, Illustrator, Creative Suite

**Microsoft:** Excel, Word, Powerpoint, Office Suite

**CMS:** Drupal, Wordpress, Sitecore, Umbraco

**Content:** Google Analytics, Gather Content, Screaming Frog

## Education

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### New England Institute of Art

Certificate in Advanced Web Site Development, 2006

Certificate in Digital Graphic Design, 2004

### University of Notre Dame

Bachelor of Arts in English, 1995 - 1999

**Experienced interaction designer with an eye for detail and a passion for solving problems in the ever-changing digital landscape.**

I have 15 years of experience working at digital agencies and in publishing. I've crafted solutions to complex problems for diverse organizations such as MassMutual, LogMeIn, Akamai, MIT, Plimoth Plantation, and Harvard Business School. I enjoy collaborating across teams to design digital interfaces based on user goals, system requirements, and unexpected inspiration.

## Experience

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### GENUINE INTERACTIVE | 2009 - 2016

Senior Interaction Designer, Dec 2013 – Aug 2016  
Director of Business Requirements and QA, Dec 2012 – Dec 2013  
Director of Delivery, Jan – Dec 2012  
Account Manager, Dec 2009 – 2012

- Created high-fidelity wireframes, user flows, content audits, and detailed Functional Specifications for web sites and mobile apps, and presented intended functionality to stakeholders and development teams
- Managed cross-functional teams of information architects, designers, and developers (.Net, PHP, and front-end) to ensure that the full user experience had been considered and visualized for handoff to the development team
- Managed team of 12 Producers and helped define new reporting structure for Delivery team to enable each team member to maximize their potential

### FREELANCE

Web Developer | 2009

- Provided ongoing maintenance, design, and development for non-profits and small agencies. Focus on clickable prototypes for usability testing and Wordpress design and development.

### IFACTORY | 2007 – 2009

Producer, Jan 2007 – July 2009

- Produced site maps, debugged CSS, coded PHP, defined scopes, and generally jumped in to aid designers, developers and client services
- Managed 10-15 projects with a combined budget of over \$300K, working with clients from publishing, higher education, and the non-profit sector

### THOMSON HIGHER EDUCATION | 2000 - 2006

Sr Technology Project Manager, Jan 2006 – Dec 2006  
Technology Project Manager, Aug 2002 – June 2006  
Webmaster, Apr 2000 – Aug 2002

- Collaborated with editorial, marketing, sales, and technology teams during all phases of product development, from planning through product support
- Trained other team members in core business processes and technologies, distilling complex concepts and technologies into easily understood training