

Jonathan C Tobey

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Summary

User Experience Design Manager with strong interaction design, user research and front-end development skills. Extensive experience developing user-centered design systems and complex transactional Web Applications in Fortune 500 companies. Proven ability to manage and motivate User Experience Design and Front-end Development teams, and coordinate enterprise-wide design activities.

Work Experience

User Experience Design (8/02 — Present)

Marsh, Inc :: New York, NY

Vice President, User Experience Design Manager (4/07 — Present)

- Hire, mentor and train 10-person global User Experience team;
- Ensure consistent, high-quality design and front-end implementation deliverables across 20 business-critical internal transactional applications;
- Manage project plans, budget and resource allocations across projects;
- Define and implement a standardized User Experience design process and set of deliverables;
- Develop user research and usability testing plans, conduct research and testing sessions, and document results and recommendations;
- Build and maintain a unified library of core CSS, JavaScript and image files to ensure application consistency and performance;
- Curate a centralized online library of design patterns, standards and implementation examples for our application design and development teams;
- Act as an evangelist for the User Experience discipline throughout the company, both within the technology organization and with our business sponsors and stakeholders.

Assistant Vice President, Senior User Experience Designer (4/05 — 4/07)

Senior User Experience Designer (8/02 — 4/05)

- Design and develop internal Client Service, Knowledge Management, Intranet and Operations-focused applications;
- Conduct user research sessions, heuristic analysis and usability tests to aid in design and refinement of applications;
- Facilitate collaborative design sessions with business stakeholders and IT colleagues
- Design application structure and behavior through:
 - Site maps and organizational models
 - Wireframes
 - Task flows
 - Prototypes (Paper and HTML)
 - Functional specifications
- Define and iterate online corporate design, architecture and development standards;
- Manage and extend enterprise-wide UI design and technology frameworks;
- Collaborate with business sponsors to design applications that balance functional requirements and user needs.

User Experience Consultant (3/02 – 8/02)

Freelance

- Design Web-based solutions for clients;
- Develop sites using HTML, CSS, Javascript and Flash;
- Clients included the Smithsonian Institution's Cooper-Hewitt National Design Museum and Wine Enthusiast Magazine.

Senior Associate, User Experience (5/99 – 3/02)

Sapient Corporation / Studio Archetype :: New York, NY

Senior Associate, User Experience

- Develop complex User Experience technologies and technology benchmarks;
- Design the structure and user experience of a project by translating client business requirements into functional requirements and information architecture for large Web-based applications;
- Create user-centered design systems by employing user testing, participatory design techniques and ethnographic research to define site functionality, navigation and interaction;
- Execute Web production tasks, including HTML, dHTML, JavaScript and Flash authoring for client applications and interactive prototypes;
- Interact with teams of Visual Designers, Information Architects and Content Strategists to develop scalable and maintainable design systems;
- Establish Quality Assurance standards and techniques.

Online Project Manager (6/97 – 5/99)

StockObjects :: New York, NY

Online Project Manager

- Manage international developer network in production of custom-built Web content for clients;
- Develop project specifications and schedules for integration of new content into existing sites;
- Assist sales team in developing realistic proposals to clients within creative guidelines;
- Perform quality assurance on all content produced by developers;
- Expand developer network and supported technologies to anticipate customer needs;
- Implement workflow system to facilitate communication between developers and clients.

Education

New York University

Bachelor of Arts :: Philosophy, May 1997

Related Skills

- Interaction Design
- User Research and Usability Testing
- Web Standards Development and Accessibility
- Mac OSX; Windows XP
- Experienced with: IBM WebSphere Portal; ASP; JSP; PHP
- Proficient in: (X)HTML; CSS; JavaScript; Adobe InDesign CS3; Adobe Photoshop CS3; Adobe Illustrator CS3; Adobe Fireworks CS3; Adobe Flash CS3