

October 2009



ANNE CONNELL  
4340 Saline Street  
Pittsburgh, PA 15217  
412.401.1132  
<http://anneconnell.net/>

**CURRENT EMPLOYER:**

**CARNEGIE MELLON**

SEI-CERT-VTE

4500 FIFTH AVENUE

PITTSBURGH, PA 15213

OBJECTIVE

I am in search of a position that will allow me to utilize my problem solving, design process, usability analysis and programming skills in an environment that encourages both growth and responsibility. I am interested in seeking employment as an Information/Interaction Designer.

RELATED EXPERIENCE

For the past year and a half I have been working for the VTE team at the Software Engineering Institute as an Application Specialist/Interaction Designer. In this position I have contributed to the information architecture, design, documentation, wire-framing, and visual aesthetics to the Virtual Training Environment, an online educational site for the Department of Defense. While working as an Interaction Designer, I completed my Masters in Human Computer Interaction at Carnegie Mellon.

For the previous ten years I worked for the School of Design at Carnegie Mellon University. During this time I held the position of Computer Technology Manager and Lecturer. As Computer Technology Manager, I've overseen the planning, development, and maintenance of our equipment and facilities. These facilities include four private computing facilities, the graduate spaces and all of the faculty and staff computers (170+ machines). I also served as the supervisor for our staff of 22 student computer consultants. In this position at the School of Design I have become an experienced Network Manager, Programmer, and Systems Administrator, but I've also taken advantage of the curriculum offerings at the School of Design as well. As a Lecturer my duties have been teaching *Introduction to Computing in Design*, a digital media course which I developed to introduce Senior Communication Design and first-year Interaction Design Graduate students to basic programming for the web using Flash and Flex. Currently I teach a course titled *Practical Web Skills*, a College of Fine Arts Interdisciplinary course, aimed at introducing students to various concepts and techniques to design and develop web sites using Web 2.0 technologies, as well as understand the design process.

COMPUTER EXPERIENCE

I am proficient on multiple platforms (Mac OS X, Mac OS X Server, Windows XP and Vista). My experience lies in software usage (Adobe CS4 Design and Web Premiums, JavaScript, CSS, PHP, ASP, MySQL, XHTML, Flash, Flex and Eclipse), as well as hardware and network installation and maintenance.

FURTHER INFORMATION

If you have any questions feel free to contact me by my cell phone above, at my work during the day, 412.268.6710, or at my home in the evenings, 412.521.0707. I look forward to hearing from you soon.

Sincerely,  
Anne Connell  
[aconnell@cmu.edu](mailto:aconnell@cmu.edu)





## RESUME

ANNE CONNELL  
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### OBJECTIVE

Experienced application specialist, interaction designer, instructor, systems administrator and web developer seeks a position that will enable me to utilize my problem solving, design process, usability analysis and programming skills in an environment that encourages both growth and responsibility.

### SKILLS

User research, professional writing, web accessibility, search engine optimization, and network methodologies. Design documents, multimedia presentations and web sites electronically using Adobe CS4 Design and Web Premiums on multiple platforms. Knowledge and use of JavaScript, CSS, PHP, ASP, MySQL, XML, Flash, Flex and Eclipse. Adobe ACE Certification, Mac OS X Server Essentials and Windows 2003 Server Management.

### RELEVANT WORK EXPERIENCE

#### *2008–PRESENT, APPLICATION SPECIALIST, CARNEGIE MELLON-SEI-CERT*

Contribute design direction for the Virtual Training Environment, including the vision for the user experience and interaction, as well as programming and documentation, graphical elements, and general communication. Research and integrate design strategies, product specifications, and user expectations into product capabilities. Provide accessible, proactive, and communicative design support to multiple development efforts.

#### *1997–2008, TECHNOLOGY MANAGER, CARNEGIE MELLON DESIGN*

Maintenance of three local area networks, three cluster facilities and support over 200+ users and 170+ machines on these networks as well as a log of software/hardware breakdowns; created a work response system for faculty, staff and graduate equipment; consultation on all computing purchases, hiring/management of student monitors; computer cluster budget monitoring; expertise in necessary computer modifications related to administrative computing; and provided assistance to faculty for digital projects. Performed under minimal supervision. Made daily purchases of data supplies, hardware and software. Hired all student computer consultants. Researched/recommended software/hardware purchases based on budgetary constraints, experience and research. Supervised undergraduate computer consultants and graduate assistants assigned to computing facilities. Taught two courses, "Practical Web Skills" and "Introduction to Programming in Design".

#### *1996–1997, EXECUTIVE ASSISTANT, CARNEGIE MELLON COMPUTER SCIENCE*

Responsibilities include purchasing of software and hardware for two projects, support of two faculty, interaction with campus community, external visitors and 20+ students daily. Administrative experience, analytical, organizational and problem-solving skills. Web design and maintenance for the Systems area and Coda and Odyssey Projects.

### EDUCATION

#### *2005 – 2009 CARNEGIE MELLON UNIVERSITY*

Masters in Human and Computer Interaction Institute, August 2009

#### *1999 -- 2006 CARNEGIE MELLON UNIVERSITY*

Bachelor of Science in Information Systems, Communication Design Track

### AWARDS

*Carnegie Mellon College of Fine Arts Citizenship Award, March 2006*

*Carnegie Mellon Computer Steering Committee, May 2007*

*Adobe Academic Achievement Awards Advisory Board, June 2007-Present*

### RELEVANT COURSEWORK

Information Systems Capstone Project, Interface and Interaction Design, Professional Writing, Graduate Typography, Programming Usable Interfaces, HCI Methods & Lab, MHCI Capstone Project



REFERENCES AVAILABLE UPON REQUEST