

Ryan Gossen, MA | Senior Information Architect

Education:

M.A. Cognitive Psychology, Minor: Statistical Analysis
2002 The University of Texas at Austin

B.A. English Literature
1995 Whitworth College, Spokane, Washington

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Experience:

- 9/2008 – Present
Senior Information Architect
Gerson Lehrman Group
- I design user experience, conduct user research, and collaborate on strategic direction with a team collocated in NYC and Austin.
- Create wireframes, low fidelity prototypes, high fidelity prototypes
 - Build Pattern Library for standardized future development.
 - Design and conduct user research.
 - Present findings and multi-media deliverables to C-level audience.
- 9/2006 – 9/2008
Senior Human Factors Engineer
Hewlett Packard
- I worked in a cross-cultural, geographically dispersed environment to design, develop, and test user interfaces for Enterprise Web Applications.
- Create high and low fidelity UI designs.
 - Design and conduct Ethnographic studies and user testing.
 - Develop UI standards for Output Server product line.
 - Conceived of and manage cross-departmental user database project.
 - Manage geographically distributed UI team.
- 2/2005 – 9/2006
Interaction Designer
ARC Systems
- Conducted usability analyses, ontology studies, and developed training materials for internal and external clients. Our software underwrote mortgages for major financial institutions including First Franklin, Lehman Brothers, and Deutsche Bank.
- Conducted usability analyses, ontology studies, and contextual inquiries.
 - Designed lab and field usability testing
 - Built HTML and Flash based interactive tutorials.
 - Presented findings and recommendations to executive committee and clients.
- 3/2004-5/2004
Instructional Designer
Dell Computer Corporation
- Worked with subject matter experts and writers in India to develop on-line, multi-media curricula to train international technical support staff.
- Developed educational model based on current psychological research.
 - Conducted contextual interviews with subject matter experts and writers in India.
 - Collaborated with Bangalore and Hyderabad staff and edited curricula developed off-site
 - Wrote, directed, and produced video, online interactions, and instructional workbooks.
- 7/2001-5/2004
Lead Usability Engineer
TinGarden Web Solutions
- Led a team that developed a web application that handles wireless medical prescriptions for use by doctors, nurses, and pharmacists. Developed Use Cases, storyboards, and wireframe prototypes in design phase.
- Planned and conducted focus groups, heuristic analysis, and user prototype testing.
 - Produced and presented usability studies to management team and clients.
- 1999-2001
Research Coordinator
The University of Texas at Austin
- Initiated, designed and implemented cognitive psychology experiments. Managed research from inception to publication.
- Conducted statistical analysis and presented findings.
 - Conducted literature reviews and wrote proposals to funding sources
 - Hired and lead research team.
 - Taught lab section of undergraduate statistics course.
 - Conducted statistical analysis and presented findings.

Skills:**Statistical Analysis**

Proficient in parametric and non-parametric statistical analysis techniques, including the following:

- ANOVA
- Univariate & Multivariate Regression
- Chi-squared Analysis
- Pearson's Product Moment Correlation
- Factor Analysis
- Multi-dimensional Scaling
- My preferred statistical packages are SPSS, MatLab, and StatView

Development Applications

Proficient with the following tools:

- Macromedia Dreamweaver
- Macromedia Flash MX
- Macromedia Captivate
- Adobe Illustrator
- CodeWarrior
- Open Source versions of the above

Development Methodologies

Studied and participated in the following:

- Agile (Scrum)
- Fixed Waterfall
- Waterfall-hybrid
- UML
- Various iterative methods

Coding Languages

Write and edit code in the following languages:

- Perl
- Java
- HTML/XML
- Action Script

Writing

Experienced in writing and editing according to the following styles:

- The Associated Press
- The Chicago Manual of Style
- The American Psychological Association