

## Education

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### University of Michigan – School of Information, Ann Arbor, MI

Master of Science in Information, Specialization in Human Computer Interaction (GPA 7.6/8.0). April 2008  
2006-2008 School of Information Scholarship  
Recipient of Edmond Low Award for Contributions to classmates and Exemplary Leadership. April 2008

### Calvin College, Grand Rapids, MI

Bachelor of Arts in Computer Science, Minor in Philosophy (GPA 3.6/4.0). May 2002  
First prize, Freshman Computer Science Game Design Challenge. December 1998  
Independent Research Topic: *Moral Design: Patterns in Software Design*

## Selected Projects

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### altVerito: Using intervention and community to promote alternative transportation

- Awarded First Prize in the ACM Student Design Competition at CHI 2007
- Conducted contextual inquiry, diary studies and user experience research to design system

### Portalis: Using competitive online interactions to support aid initiatives for the homeless

- Accepted to the final round of the ACM Student Design Competition at CHI 2008
- Conducted contextual inquiry, user experience research, and usability tests to design system

### Pathways: Usability analysis of John Deere's internal information portal

- Conducted contextual inquiry and heuristic evaluations of John Deere's portal site
- Prepared a web strategy report recommending design criteria for implementing a recommender system to improve access to information

### dScribing : A student-based process for the development of Open Courseware materials

- Researched, designed and developed a scalable model for publishing open content materials
- Developing and testing a web-based software tool for clearing intellectual property in course materials

## Professional Experience

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*Internet Department - Gospel Communications International, Muskegon, MI*

### Software Engineer (June 2002 - September 2006)

- Information architect and developer of BibleGateway.com ([www.biblegateway.com](http://www.biblegateway.com)), an online Bible search tool
- Researcher, designer and developer of software solutions to enable the management of client information

*Information Technology – Calvin Theological Seminary, Grand Rapids, MI*

### Database Administrator and Web Developer (May 2001 – May 2002)

- Designed and implemented a database-driven, web based student directory system
- Streamlined student application process through research, design and implementation of a web based solution

*Instructional Technology Exploration Center – Calvin College, Grand Rapids, MI*

### Student Technology Adviser (January 2000 – May 2002)

- Oversaw the education and accelerated adoption of effective uses of technology by professors into the curriculum

*Computer Science Department – Calvin College, Grand Rapids, MI*

### Research Assistant (May 1999 – January 2000)

- Researched and developed a Java based task model editor as part of an intelligent information retrieval tool

## Technical Skills

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- Usability testing, surveys, contextual inquiry, heuristic evaluation, cognitive walkthrough, prototyping
- C, C++, Python, Java, Lisp, Smalltalk, Perl, PHP, SQL, (X)HTML, XML, JavaScript, CSS
- Flash, Photoshop, Illustrator, GUESS, Pajek, NetLogo (for Network Analysis and modeling)