

Dino L. Anastasia

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OBJECTIVE: To join an energetic team that advances how people use and access information through insightful focus on users.

EDUCATION

University of Michigan, School of Information

Ann Arbor, MI

M.S. Information, Human Computer Interaction (HCI)

April 2005

Relevant Projects & Coursework:

- **UI Design:** developed user requirements, conducted task analysis, created personas, and designed interface
- **IA:** conducted user evaluation, card sorts, content mapping & inventory, and competitive analysis

University of Michigan, College of Engineering

Ann Arbor, MI

B.S.E Aerospace Engineering

December 1991

RESEARCH EXPERIENCE

U-M, Usability Lead, GoogleBuddy Project

11/05-9/06

- Coordinated and ran usability tests to evaluate and prototype GoogleBuddy interface
- Contributed to iterative design of user interfaces and functionality
- Collaborated on developing research questions, research proposal, and experimental design
- Conducted literature reviews

PROFESSIONAL EXPERIENCE

U-M, Manager Computer Operations

7/92-6/07

Usability Experience

- Rapidly prototyped a documentation and information system for technical staff
- Conducted heuristic evaluation and user testing of prototype system
- Conducted user-centered needs analysis, user interviews & observations, and applied contextual design methodologies
- Created prototype web-based work order system to track computer repairs, technician notes, generate customer receipts, and display repair statistics
- Conduct surveys of customers to guide service development and business process redesign
- Guided web development for the delivery of education information, programs, and services

IT Management Experience

- Senior manager responsible for over 100 staff in development, maintenance, support, education, & consulting
- Led management and control of a \$4.6M budget to operate 40 computing sites and a hardware repair facility
- Achieved a single year 45% growth in repair volume for our Apple and Dell authorized repair center
- Directed multiple renovation and construction projects, including installation of Ethernet into 6,500 rooms
- Employed student feedback to drive and guide infrastructure renewal and facility renovation processes
- Launched new computing sites, including the development of first recreational computing facility, and the first Information Resource Center, a prototype facility to deliver information services and programs
- Managed a \$1M+ residential IT education program employing 43 staff providing support & education services to over 10,000 residents, including the development of the Residential Ethernet Program

TECHNICAL SKILLS & FAMILIARITIES

- **Professional Experiences:** Network and systems administration; user support; strong IT background
- **Operating Systems:** Windows, MacOS, Solaris, Linux
- **Applications:** Microsoft Office Suite, including Visio and advanced Excel knowledge
- **Programming Languages/Web Design:** HTML, PHP, Java, Javascript, C++, SQL, MySQL, Oracle

Keywords: Usability Testing, Information Architecture, User Interface Design, User Centered Design, User Experience Design, Human Factors Engineering, Business & Process Re-engineering, Project Management