

Tamara Wade

440-785-3366

TLWade31@gmail.com

TamaraWade.com

OBJECTIVE

To find a career that will allow me to design, develop and deliver creative, usable and profitable technology solutions. With more than 20 years of experience in the field I bring a genuine love of technology, user experience and marketing. Perhaps my strongest quality is my attitude— I believe that teamwork is essential to success yet still expect individual excellence of both my teammates and myself. Humor, honesty, dedication, fun and hard work allow me to excel in both my professional and personal life.

EXPERIENCE

Chemical Abstract Services

Sr. User Interaction Designer, 2011 – present

I am currently part of a five-person team that is responsible for the user experience of a suite of web applications that contain the largest collection of reactions, substances, journals and patents along with various tools that are used in the scientific research community.

My responsibilities included any number of the following:

- Elicit business and technical requirements
- Create process flows and use cases
- Design application user interfaces using best practices as well as customer needs
- Document functional requirements
- Create prototypes using Axure
- Support and create artifacts for user testing

National City Bank/PNC

Sr. User Experience Designer, 2001 – 2010

As the most senior UX designer at National City I was responsible for many different activities in multiple channels of the business. Most work was focused within Online Banking, NationalCity.com and Treasury Management customer facing web applications.

My responsibilities included any number of the following:

- Elicit business and technical requirements
- Create process flows and use cases
- Design application user interfaces using best practices as well as customer needs
- Document functional requirements
- Create and write content for online help systems
- Create and write content for printed help documents

- Develop content and exercises for Customer Advisory Group (CAB)
- Conduct usability testing for both retail and wholesale banking customers

Cambridge Technology Partners, Inc.

User Experience Specialist/Business Analyst, 1997 – 2001

As a member of the User Experience group at CTP, I was responsible for the development of both the creative and cognitive aspects of new web sites and applications. I facilitated design sessions, documented workflow processes, developed wireframes and conducted usability testing.

Sunset Learning

Multimedia Developer, 1996 – 1997

Worked with the startup e-learning company Sunset Group Ltd as part of a 5 person team. My responsibilities included meeting with customers to assess their needs, storyboarding the training modules and creating graphics and content. Module development and testing were also required. Clients included the U.S. Army and Ernst & Young.

Metatec Corporation

Multimedia Producer, 1994 – 1996 (New Media division was dissolved)

As a lead producer for the multimedia CompuServe CD I was responsible for presenting article concepts, storyboarding, visual design, interviewing subject matter experts, writing voice over scripts and other content creation.

The Public Utilities Commission of Ohio

Graphic Designer, 1993-1994

As the only graphic designer employed by the Commission, I was responsible for all printed materials distributed to the public. Working with the Commission and other state agencies, I contributed to overall copywriting and design of posters, brochures, forms, and publications.

EDUCATION

Master of Science in Information Architecture and Knowledge Management, *User Experience Design*

Kent State University, School of Library and Information Sciences

Bachelor of Science in Industrial Design, *Visual Communication Design*

The Ohio State University, School of Industrial Design