

Bill McIntyre

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Objective

I would like to find a rewarding career. That may seem simplistic and it is not quite as specific as the typical employer would like to see in an objective statement, but I do not think I am a typical candidate.

Education

University of Notre Dame, Notre Dame, IN • B.A., English • May 1993

Skills

Microsoft Office, Windows NT, Macromedia Studio MX (Dreamweaver, Flash, Fireworks), Adobe Acrobat, Adobe Photoshop, Adobe FrameMaker, Mac OS X, HTML, CSS, Visual Basic, Microsoft FrontPage, Toolbook II, Microsoft Project, RoboHELP, Visio

Areas of Expertise

Help Systems, Information Development, Business Systems Analysis, Usability Analysis, Web Development, Software Development Methodologies, Unified Modeling Language, Management, Customer Relations

Experience

DoggieDay Pet Services • Philadelphia, PA • February 2004 – March 2005

Manager, Philadelphia Operations

- Responsible for all facets of the daily operation of a fledgling in-home pet care service.
- Maintained comprehensive customer database in support of the company's Boston-based customer service center.
- Coached clients through the use of DoggieDay's web-based scheduling and billing options.
- Successfully built a strong client base through creative marketing and word of mouth referrals.
- Fostered trust with clients through integrity and a healthy respect for their pets, families, and homes.

Vertex, Inc. • Berwyn, PA • June 1999 - June 2003

Business Systems Analyst & Graphical User Interface Developer

- Developed and maintained comprehensive system analysis artifacts for both desktop and web-based software systems. These artifacts included user requirements, detailed storyboards, functional specifications, data flow charts, and user interface specifications.
- Responsible for extracting user requirements from available sources, typically through customer interviews and extensive reviews with internal subject matter experts.
- Led storyboard review sessions to gather team feedback on design ideas prior to prototyping and development efforts.
- Designed and formally presented prototype user interfaces for Vertex's Windows products, Java products, and in-house support applications.
- Engaged in innovative Human-Computer Interaction methodologies to develop usable and useful software systems, including usability testing and customer visits.
- Followed UML methodology in all aspects of software design.
- Analyzed software defects logged in internal defect management system for inclusion into future software releases.
- Developed and maintained Graphical User Interface guideline documents for Vertex applications.

- Participated on multiple product management teams to determine product strategies in alignment with Vertex's goals and objectives.

Vertex, Inc. • Berwyn, PA • March 1997 - June 1999

Technical Writer/Help Systems Author

- Researched and analyzed Vertex product information to develop end-user and training documentation while adhering to corporate standards.
- Developed multiple context-sensitive online help systems for internal and external audiences.
- Applied usability testing methodologies to determine the effectiveness of Vertex information products.
- Proofread documentation materials for content, organization, and layout.
- Participated on multiple product management teams to determine product strategies in alignment with Vertex's goals and objectives.

Princeton University Press • Princeton, NJ • Feb. 1996 - March 1997

Publicity Assistant

- Arranged media for authors.
- Created book review lists and wrote corresponding press material.
- Maintained publicity database.
- Supervised intern.

Jurist Reporting Service • Philadelphia, PA • Aug. 1995 - Feb. 1996

Proofreader

- Proofread transcribed court transcripts for grammatical accuracy.
- Maintained transcript database.

Peterson's • Princeton, NJ • Feb. 1995 - Aug. 1995

Data Editor

- Conducted follow-up interviews of educational institutions to clarify information submitted in response to data surveys.