

Information Architect

ROBERT SMITH

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Objective

Information Architect take on several claims related projects within the Insurance industry, responsible for the design, architecture and deployment of several mobile based applications to both on-prem and multi-cloud environments.

Skills

Management, Organizing.

Work Experience

Information Architect

ABC Corporation - June 2013 – January 2016

- Held company that creates empowering software solutions for the public sector.
- Collaborated with a small team to create help materials for financials, payroll, human resources, citizen services, administration, and reporting software and participated in software design.
- Converted large help system from Adobe RoboHelp 9 to MadCap Flare 10.
- Used creative problem-solving abilities to quickly fix importing issues and developed conversion workflow.
- Converted thousands of topics including 24 of 25 projects.
- Authored clear help and advertising content for complex software o Created various content solutions including report and form overviews, relational database documentation, procedures, processes, F1 field help, training documents, and Whats New marketing summaries.
- Addressed a variety of content readers including users of 15 modules of Eden ERP software and all modules of CAFR Statement Builder reporting software.

Information Architect

Delta Corporation - 2011 - 2013

- User Experience Designer, Extension Services for Undergraduate Program website Evaluated content of over 100 resources for key concepts to develop .
- Analyzed educational research reports and created a strategic online business plan to help communication between teachers, coaches, mentors, and .
- Created HTML wireframes and presented to PBS advisory board for final approval of the project.
- Designed user interface of 2 new subscription-based online applications Re-designed user interface of existing PBS TeacherLine ecommerce web site.
- Performed onsite user testing and interview and applied the feedback into UI enhancement.
- Part of a team that specializes in developing website and web application experiences by conducting content inventories to organize and develop .
- As an Information Architect, I am charged with ensuring that the final product has incorporated user-centered design techniques and best practices, .

Education

B.S. in Technical Communication - (University of Washington, College of Engineering
(Department of Human Centered Design & Engineering) - Seattle, WA)