
WORK & EDUCATION

- 03/2013 - 10/2015** **DOUGLAS COLLEGE** - Web UX Designer
Designed, maintained, wrote documentation, and conducted training for a website serving 14,000+ students.
- 05/2012 - 12/2012** **SIMON FRASER UNIVERSITY** - UX Designer
Designed micro-sites for internal clients in a large regional university serving 20,000+ students.
- 01/2011 - 09/2011** **BLACKBERRY** - Technical Writer, Developer Documentation
Created API and SDK documentation for BlackBerry's developer community of millions.
- 09/2007 - 12/2012** **B.A., SCHOOL OF INTERACTIVE ARTS & TECHNOLOGY** - Simon Fraser University
Interaction Design concentration, Co-op Designation. 3.5 GPA.

SELECTED PROJECTS - WRITING

- DOUGLAS COLLEGE** **CMS USER GUIDES** - Wrote user guides for Sitecore Web CMS to support user onboarding.
- **Identified common tasks and pain points** within the CMS authoring process.
 - **Created user guide outlines and wrote content**, using visual aids when needed.
 - **Delivered group and individual training sessions**, revising topics based on in-session feedback.
- RESULTS:** <http://celestehorgan.com/writing/files/cms-guide.pdf>
Repeated and vocal feedback from authoring community on utility and clarity of guides.
Significant reduction in re-training requests from authoring users.
- BLACKBERRY** **MIGRATE YOUR APP TO BLACKBERRY 7** - Wrote tutorial for Java developers migrating their mobile apps to the new BlackBerry 7 codebase.
- Collaborated with Developer Relations to **identify new developer audience needs**.
 - **Interviewed SDK developers** to understand new features.
 - **Created content outlines** based on research and **wrote tutorial**.
 - **Worked with technical editors** to extend BlackBerry's style guide to develop a less rigid, formal voice for documentation.
- RESULTS:** http://developer.blackberry.com/bbos/java/documentation/migrate_app_to_7_1969431_11.html
Affected change in BlackBerry's developer documentation voice and presentation.
- JAVA SDK RELEASE NOTES** - Wrote Java Developer SDK release notes on short (< 1 day) timelines using **DITA documentation standards**.
- **Used knowledge of Java programming language** to understand Known Issues.
 - **Worked with Product Managers** to understand implications of Known Issues and New Features.
 - **Wrote clear and concise descriptions** of all Known Issues and New Features.

- **Implemented changes** as requested by technical editors and peer review.

RESULTS: http://developer.blackberry.com/bbos/java/documentation/jde_7_1_knownissues_microsite_1979057_11.html
Published release notes on schedule reliably.

SELECTED PROJECTS – DESIGN

DOUGLAS COLLEGE **CMS USER ONBOARDING** – **Designed the process** by which new authoring (staff) **users were onboarded** to Sitecore CMS, received training, and accessed ongoing support.

- **Worked with developers** to understand user account and access workflow.
- **Identified and implemented services** that Web Team would need to provide for a seamless authoring experience.
- **Defined processes** for user support triaging and management.

RESULTS: Reduced requests for direct authoring support (i.e. uploading files, editing pages) and increased requests for high-level support (i.e. information architecture, content audits).

STUDENT LIFE – **Redesigned and re-architected student extracurricular website.** Worked with developers to implement new responsive design in Sitecore CMS.

- Coordinated with Student Life department to **understand user and business needs**.
- Created **Information Architecture** and **edited web copy** provided by Student Life department.
- **Produced annotated wireframes** and low-fidelity mockups for **mobile and desktop** resolutions.
- **Defined UI patterns and created technical specifications** for implementation by developers.

RESULTS: <http://www.douglascollege.ca/student-life>

Project was launched on time and budget, Succeeded in integrating Student Life visually and functionally with the rest of the College's web properties.

CMS MIGRATION – **Redesigned and re-architected Douglas College website.** Worked with developers to implement new responsive design in Sitecore CMS.

- **Conducted content audit** of 2,000+ pages to **reduce information duplication and errors**.
- Assisted in creation of **Information Architecture for blended audience** of current students, prospective students and staff.
- **Edited content** for new CMS and automated services/databases that fed into the CMS.

RESULTS: <http://www.douglascollege.ca/>

Significantly improved findability of content deep within site's architecture. Measurably improved user experience and digital brand perception.

TECHNICAL & SOFTWARE SKILLS

PROGRAMMING LANGUAGES HTML, XML, CSS/LESS, Javascript/JQuery, Java.

DESIGN TOOLS Adobe Creative Suite CC, Sketch 3, Axure, Pencil & Paper.

OTHER Version control (SVN, Github), Bug-tracking software (JIRA), Sitecore CMS, Adobe Experience Manager CMS, Microsoft Word Processing suite.