CHARLON PALACAY

PROFILE

I am a user experience designer with over 10 years of professional experience in online media. I am passionate about creating positive experiences for people on the web.

TECHNICAL SKILLS

- Proficient in XHTML and CSS
- Web development frameworks: Django, Ruby on Rails, ASP.NET
- Javascript frameworks: jQuery, YUI, ASP.NET Ajax Toolkit
- Databases: MySQL, SQLite, Microsoft SQL Server
- Design software: Adobe Photoshop & Illustrator, Omnigraffle
- Operating Systems: Apple OS X, Windows 7/XP, Ubuntu Linux

RECENT ACHIEVEMENTS

- Recently completed the redesign of an internal department chat application now currently being piloted for use as a classroom communication tool. The redesign consisted of realigning the application to support workflows identified for use by classrooms. One of the main workflows needing to be supported, was the ability to view the application using mobile devices - which was implemented using responsive web design methodologies.

- Designed the user interface and interaction for a newly released database sharing application called SQLShare, currently being used amongst various researchers on the UW campus. The application was a collaboration between UWIT/CSE to make sharing large amounts of data easier through the use of cloud and virtual server technology.

- Participated as an original member of the design team working on the Kuali Student Project. The project is currently tasked with creating the front-end design and interaction of a web application aimed at streamlining the course creation and registration processes for large-sized universities.

- Implemented a complete website redesign to align a company's public facing website with its new branding of products and services. The redesign addressed many issues such as customer usability, web standards, cross-browser compatibility, and search engine optimization. Additionally, the SEO efforts resulted in marketing cost reductions as well as drastic improvements in search result rankings.

EXPERIENCE

UX Designer & Developer
University of Washington IT (UWIT) - Academic & Collaborative Applications (March 2009 - Present)

- Create front-end user interface designs, wireframes, and prototypes using XHTML/CSS/Javascript for use in the production and maintenance of Catalyst Tools - UWIT's open-source learning management system.
- Perform bug fixes related to usability, cross-browser compatibility, accessibility, and overall enhancement of the tools.
- Perform duties as a Scrum master as part of our agile development and design process.
- Conduct usability studies and focus-group interviews with end-users as part of our user-centered design process.

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Senior Web Developer (Interface Designer)
Guidant Financial Group, Inc. (August 2005 – November 2008)

- Provided UI prototypes and design mockups during early stages of application development.
- Designed user experience screen flows for corporate website and internal applications.
- Maintained corporate and internal applications – working extensively with ASP.NET.
- Improved SEO/SEM campaigns by implementing multivariate testing practices.
- Provide mentorship to other developers with regards to CSS and standards based practices.

Web Services Manager (Design Lead)
University of Washington, Bothell - Information Systems (December 2000 - August 2005)

- Managed the Web Services development team, which included; overseeing interface design, web publishing, content management and custom web application development.
- Implemented redesigns of public website and information architecture spanning over 2 versions – each implementing standards based and accessibility methodologies.
- Created various web-based applications for specific departments that helped streamline processes within their respective organization.

Customer Support Lead & Intranet Web Developer
Acadio.com (January 2000 - December 2000)

- Led Customer Support department through the initial launch of an e-commerce website as well as continuing to lead and manage the team through its first year.
- In addition to leading the support team, also created and managed the internal department website used for documentation, training, time tracking & submission, and employee scheduling.

EDUCATION

Computing Software & Systems (achieved senior credits)
University of Washington, Bothell (Autumn 1998 - Summer 2000)

- Pursued a BS in Computing Software and Systems with a concentration in Information Engineering and Applications Development.

PORTFOLIO

http://charlon.com/work/