

Resumé

Miriam Allen

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Online resumé: <https://miriamallen.github.io/resume2020/>

At a Glance



What I've done

Websites : end-to-end
Design & Development
Project Management
Team Leadership
eLearning Design
Customer Support



Where I shine

Information Design
Solutions & ideas
Design Thinking
Writing & editing
Customer-focus
Problem solving



Things about me

Listener *****
Friendly
Empathic
Patient
Determined
Motivating



Some of my skills

HTML, CSS, JavaScript,
BootStrap, Adobe PhotoShop, MS
Excel (advanced), WordPress ...
more below

Work Experience

TECHNICAL PRODUCT OWNER – ELEARNING

2013 - Present

Houghton Mifflin Harcourt (HMH)

Dublin, Ireland

hmhco.com

In HMH, I have been involved in large scale interactive e-learning projects for the US schools' market. I held a variety of roles as the company evolved following its NYSE listing and my contribution has included team leading, design, architecting solutions, prototyping concepts and supporting customers.

Specifically, my role entailed:

- Defining tasks and writing specifications to meet business requirements

- Architecting and designing of solutions including prototyping of concepts
- Team leading both at a local level and with remote vendor teams
- Project management
- Documenting and preparing visuals for management, engineering teams and cross-functional teams to bridge knowledge and understanding
- Design and innovating on productivity enhancement tools
- Consulting on content issues or queries related to the Personal Math Trainer (an award winning Math assessment product using adaptive learning)
- Triage and troubleshooting of customer issues
- Input to the release and QA process
- Working in an Agile environment Close

NATIONAL TRAINING COORDINATOR FOR NDLR

2007 - 2012

National Digital Learning Resources (NDLR)

Dublin

ndlr.ie

As National Training Coordinator, I supported academic staff throughout Ireland in the design and development of engaging and quality digital learning resources for a shared national repository. Much of my work was face-to-face with the 21 HEA universities and Institutes of Technology in the country.

Specific tasks included:

- Digital learning resources development
- Copy editing; report writing
- Website development
- Graphic design for annual publications
- Consulting on how to create engaging digital resources
- Coordinating training and events
- Event planning, promotion and marketing
- Facilitating collaborations between diverse teams
- Creative Commons copyright guidance Close

INTERNET DEPARTMENT DIRECTOR

1996 - 2003

Radio Free Europe/Radio Liberty

Prague, Czech Republic

rferl.org

This was in the early days of web technologies and my role was to envision and setup a department to deliver RFE/RL content over the Internet. At that time, RFE/RL broadcast in 34 languages to over 25 million listeners a week through traditional shortwave and medium wave transmissions.

Specific tasks included:

- Team management
- Project management
- Architecting for in-house CMS for web content
- Web design and development
- Internet broadcasting
- Graphic design
- Copy editing
- Streamlining of web publishing processes
- Content strategy development
- Development of project proposals
- Reporting to management and the US govt Board of Governors
- Budgeting
- Liaising with service contractors
- Interviewing and hiring of staff Close

WEBMASTER

1994 - 1996

Audio Visual Centre, UCD, Dublin

ucd.ie

To manage a newly formed web service for local and European projects.

Specific tasks included:

- Web design and development
- Web server management
- Creation of educational and government websites
- Live television production (with RTÉ)
- Interview and hiring
- Training in HTML and web publishing
- Team management
- EU project partner Close

Education

MSC MULTIMEDIA SYSTEMS

Trinity College Dublin

2005

POSTGRAD GRAPHIC REPRODUCTION

Dublin Institute of Technology

1994

POSTGRAD BUSINESS STUDIES

University College Dublin
1989

B.SC. (COMPUTER SCIENCE)

University College Dublin
1988

CONTINUOUS LEARNING CERTS

Certified Scrum Master (2017)
Diploma in eLearning (2010)
Diploma in Digital Marketing (2008)

Skills

WEB TECHNOLOGIES

HTML, CSS, JavaScript, Bootstrap, Dreamweaver, WordPress Codex, Video and Audio tools

PUBLISHING/DESIGN

Quark Xpress, Adobe Photoshop, Adobe Illustrator, Sketch, InVision, Print design, Zeplin

DEVELOPMENT

Jira, Confluence, Git, subversion, Agile, Scrum

In addition: End-to-end experience working on large-scale international projects and collaborating on a remote basis, from concept to design, development, release and customer support.

I have also presented at international conferences

Contact

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Hi, I'm Miriam!

Over 20 years ago, I was a Webmaster, which meant I did everything to bring a website to life on the Internet. This included the planning, the HTML, the graphics, hosting the server and being a point of contact for the clients and the users. I also took care to create the best possible page styling on a web page by using things like the "single-pixel gif trick" to produce a clean structured UI.

Since then, I've worked in many areas of web development including UX design and writing, prototyping, architecting solutions, design for mobile first, team leading and more.

What excites me most is working on the user flow and design of a site or an app. I love simple designs with impeccable wording and feel driven to always make sites or apps intuitive for people to use. I have a good deal of technical experience and that gives me an edge in design-thinking and creative problem-solving.

The sector I work in is very important to me and I like to have my values aligned with the purpose of the role: this means using technology with the optimum design to help people lead better lives. The sectors I like to work in are: health, education and media.