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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A little more about me…

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.