

# Patrick Dugan

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716.481.5567

## Experience

### Technical Strategist, Google Inc.

March 2011 to August 2013, Mountain View, CA

I most recently worked as a member of an analytics team at Google with a focus on building predictive models that proactively identified fraud occurring across Google's payment platforms. Specifically, I classified and prevented fraud attempts against first and third party integrations of Google Wallet. I also designed and built internal fraud reporting tools.

### Technical Development Program, Liberty Mutual Insurance Group

May 2010 to March 2011, Boston, MA

I participated in the Liberty Mutual Technical Development program and was a member of the company's first mobile development team. I designed mobile application process flows and user interfaces for Android, iOS, and the mobile-web. Additionally, I helped conduct several consumer usability studies centered around Liberty's mobile portfolio.

### Systems Support Analyst (Intern), Polaris Global Mobility Software

March 2010 to May 2011, Bellevue, WA

I tested and filed bugs against custom integrations of an expatriate employee payroll management solution. Additionally, I provided technical assistance and support for Fortune 500 clients that included Thomson Reuters, Johnson & Johnson, and Goldman Sachs. I also lead a project to develop an internal collaborative knowledge-sharing repository.

### Web Developer (Intern), BuffaloGreenArt.com

May 2008 to September 2008, Buffalo, NY

I designed, constructed, and deployed an eCommerce solution for a sustainably focused clothing company. I worked closely with non-technical company founders to create an accessible and easy-to-navigate digital storefront. I also helped integrate multiple 3rd-party payment and reporting solutions.

## Education

Graduate

### University of Washington

August 2013 to September 2014 (projected) :: Seattle, WA

Master of Science; Human Computer Interaction & Design

Undergraduate

### University of Washington

September 2008 to June 2010 :: Seattle, WA

Bachelor of Arts; Information Systems; GPA: 3.54 cumulative

Individual Study

### College of San Mateo

September 2011 to July 2013 :: San Mateo, CA

Computer Science (Individual Study); GPA: 4.0 cumulative

### San Francisco Academy of Art University

June 2012 to July 2013 :: San Francisco, CA

Web Design & New Media (Individual Study); GPA: 3.8 cumulative

### Frontend & Markup

CSS

XML

JSON

Django

HTML5

Microdata

Microformats

### Tools

Balsamiq

Illustrator

Axure RP

Fireworks

Dreamweaver

### Languages

Java

VB.net

Python

Javascript

### IDEs

Coda

Eclipse

Visual Studio

### Frameworks

Android

Microsoft.NET

Google App Engine

### Databases

SQLite

MySQL

Google Cloud SQL

Microsoft SQL Server

App Engine Datastore

### UX

Usability Testing

Information Architecture

Hi/Low-Fidelity Prototyping

### About Me

I enjoy creating elegant, useful and usable user-experiences

I am especially passionate about the mobile-web

I love hiking, camping, running and generally anything that involves being outdoors

I also blog whenever I can about a variety of topics

## Patrick Dugan Resume

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# Noteable Technical Projects

## **Liberty Mutual Mobile Channel Development**

October 2011 to March 2012 :: Liberty Mutual Insurance :: Boston, MA

- Developed technical business requirements for Liberty Mutual's first iOS, Android, & mobile-web applications
- Assisted in execution of multiple mobile usability studies and subsequent incorporation of usability improvements
- Created low & high-fidelity wireframes, user process-flows, and XML android activity layouts

## **USMC Pro-Fitness Android Application**

February 2012 :: Freelance :: Berkeley, CA

- Designed, developed, and published an android fitness tracking application
- Drove 7,000+ unique application installs with backwards compatibility through Android 2.2 (Froyo)
- Currently working to switch from 3rd party support libraries to native ActionBarCompat in SL revision 18

## **Google Event Connect Redesign**

October 2012 to August 2013 :: Google, Mountain View, CA

- Drafted and prototyped improved visual redesign for major components of an internal event coordination application
- Built functional HTML/CSS/Javascript prototypes for use by Event Connect team and relevant stakeholders
- Consolidated information architecture while improving discoverability of event signup and management flows

# Activities

## **UW Labratory for Usability, Testing, and Evaulation (LUTE) Research Assistant**

September 2013 to Present :: University of Washington :: Seattle, WA

## **Undergraduate Research Learning Community Mentor**

September 2013 to Present :: University of Washington :: Seattle, WA

## **Google Transparency Imagery Report Lead Designer**

April 2013 to August 2013 :: Google :: Mountain View, CA

## **Google Research Event-Connect Lead Designer**

October 2012 to August 2013 :: Google :: Mountain View, CA

## **Liberty Mutual Technical Development Program Inductee**

June 2010 :: Liberty Mutual :: Boston, MA

## **University of Washington Foster Information Systems Mentorship Program**

2009 to 2010 Academic Year :: University of Washington :: Seattle, WA

## **University of Washington Resident Adviser**

2009 to 2010 Academic Year :: University of Washington HFS :: Seattle, WA

## **United States Marine Corps Officer Candidate**

June 2009 to September 2009 :: USMC Officer Candidate School :: Quantico, VA

## **Boy Scouts of America; Eagle Scout**

March 2005 :: Boy Scouts of America :: Buffalo, NY

# Awards

## **Google Product Quality Operations Gold Award (2x)**

June 2012; March 2013 :: Google :: Mountain View, CA

## Awards (*continued*)

### **Forrester Research Mobile App Design Best-Practices Citation**

April 2011 :: Liberty Mutual :: Boston, MA

### **University of Washington Residential Life Event Director of the Year**

2008 to 2009 Academic Year :: University of Washington :: Seattle, WA

### **Rochester Institute of Technology Computing Medal Scholarship**

June 2006 :: Rochester Institute of Technology :: Rochester, NY

## Posters

### **Inspiring Future Engineers & Improving Husky Quarterback Performance with Google Glass**

August 2013 :: University of Washington; Electrical Engineering:: Seattle, WA