Patrick Dugan

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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

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