

# Patrick Dugan

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716.481.5567

## Experience

### Technical Strategist, Google Inc.

March 2011 to August 2013, Mountain View, CA

I currently work as a member of an analytics team with a focus on building predictive models that proactively identify fraud occurring across Google's payment platforms. Specifically, I identify and prevent fraud attempts against first and third party integrations of Google Wallet. I also design and build fraud reporting and detection 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 crucial 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 worked as a technical writer for internal developer and managerial audiences.

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

March 2010 to May 2011, Bellevue, WA

I tested and filed bugs against custom integrations of the PGMS's expatriate payroll management software. Additionally, I provided technical assistance and support for external clients to include 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, 3.44 major

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: 4.0 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 mobile application usability study and incorporation of usability improvements post-launch
- Created low & high-fidelity wireframes, user process-flows, UML diagrams, 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 5,000+ unique application installs with backwards compatibility through Android 2.2 (Froyo)
- Application fully compliant with Android Holo aesthetic and Android User-Interface Guidelines

### **Google Commerce-Risk Internal Operations Reporting Application**

June 2012 to October 2012 :: Google, Mountain View, CA

- Designed, constructed, and launched an internal tool for reporting and data visualization
- Delivered 75% overall reduction in time required to generate and present relevant team statistics
- Executed an internal usability study focused on application improvements targeting remote Google offices

## Activities

### **Google Event-Connect 20% Design-Lead Volunteer**

October 2012 to Present :: 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

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

April 2011 :: Liberty Mutual :: Boston, MA

### **University of Washington Residential Life Events 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