Patrick Dugan

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Experience

Technical Strategist, Google Inc.
March 2011 to Present, 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
September 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; Business Administration & Information Systems
GPA: 3.54 cumulative, 3.44 major

Post-Undergraduate
College of San Mateo
September 2011 to Present, San Mateo, CA

Computer Science (Individual Study); GPA: 4.0 cumulative

San Francisco Academy of Art University
June 2012 to Present, 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

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