

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. I additionally worked as an interaction designer within Google Research and for the Google Transparency Report team.

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 interactions 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; GPA: 3.97

Undergraduate

University of Washington

September 2008 to June 2010 :: Seattle, WA
Bachelor of Arts; Information Systems; GPA: 3.54

Individual Study

College of San Mateo

September 2011 to July 2013 :: San Mateo, CA
Computer Science (Individual Study); GPA: 4.0

San Francisco Academy of Art University

June 2012 to July 2013 :: San Francisco, CA
Web Design & New Media (Individual Study); GPA: 3.8

Frontend & Markup

CSS
Jinja2
jQuery
HTML5
Rich-Snippets

Tools

Axure
Illustrator
Balsamiq
Fireworks
Photoshop

Databases

mysql
Google Cloud SQL

Languages

Java
Python
Javascript

IDEs

Coda
Eclipse

Frameworks

Android
App Engine

Design

Heuristic Evaluation
Cognitive Walkthrough
Low & Hi-Fi Prototyping

Research

Card Sorting
Task Analysis
Contextual Inquiry
Think-Aloud Protocol
Eye-Tracking Analysis

About Me

I enjoy creating elegant, useful
and usable user-experiences

I am especially passionate about
wearable computing devices

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

I've also maintained a
personal blog since
early 2011

Notable 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 mobile heuristic evaluations
- Created low & high-fidelity wireframes, user storyboards, 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 also improving event creation, discovery, and management user-flows

Activities

UW Laboratory for Usability, Testing, and Evaluation (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 Image Distortion Transparency 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