

# Patrick Dugan

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## Experience

### Technical Strategist, Google Inc.

March 2011 to August 2013 :: Mountain View, CA

I worked as a member of the Google Wallet team in an internal development capacity. In this role I helped create models that proactively identified fraud occurring across Google's payment platforms. I additionally worked as an interaction designer within Google Research and as a member of the Google Transparency Reporting 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. In this role I helped design and build Liberty's first Android, iOS, and mobile-web based applications. Additionally, I conducted user research across a number of Liberty's consumer facing mobile and desktop based applications.

### 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

2013 to 2014 :: Seattle, WA

Master of Science; Human Computer Interaction; GPA: 3.92

Undergraduate

### University of Washington

2008 to 2010 :: Seattle, WA

Bachelor of Arts; Information Systems; GPA: 3.54

Individual Study

### College of San Mateo

2011 to 2013 :: San Mateo, CA

Computer Science (Individual Study); GPA: 4.0

### San Francisco Academy of Art University

2012 to 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