

Brian Lewis

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Qualification Summary

- Master of Science in Information Studies with an emphasis on Information Architecture and user-centered design
- Bachelor of Fine Arts with an emphasis on Graphic Design
- 7 years experience at Adobe Systems, Inc.
- Extensive experience using design and web development software applications

Education

University of Texas at Austin, School of Information

Master of Science in Information Studies (12/06)

- Focus on Information Architecture, User-Centered Design, Semantic Web Technologies, and Database Design
- Additional coursework includes Usability, Knowledge Management Systems, Research in Information Studies, Understanding and Serving Users, Organizing and Providing Access to Information, and independent study on the Open Video Digital Library Toolkit grant project

The University of California, Santa Cruz (Extension Program)

Internet Programming Tasks (7/02), XML Development (4/02), Internet Programming Technologies (1/02), Java Programming (10/01), Introduction to Programming Using Java (7/01)

The University of Michigan, School of Art

Bachelor of Fine Arts in Graphic Design, Cum Laude, (12/92)

Professional Experience

Austin Energy, Web/Portal Team Intern (06/06 - 10/06)

- Created information architecture deliverables for Austin Energy and its clients
- Performed technology research and assessments for future system implementations
- Accessibility research, compliance review, implementation strategy, and implementation
- Performed site wide maintenance tasks and testing

Adobe Systems, Inc., Quality Engineer: Professional Graphics – Illustration, Web Features (12/00 - 10/02)

- Test planning, test case creation, test execution and defect verification of the web related features of Adobe's professional illustration software
- Tested Asset Management (WebDAV), XML Metadata, Adobe Graphic Server interoperability, SVG creation, and workflow integration with Adobe Photoshop and Adobe GoLive
- Team mentor and administrator of team's test server

Adobe Systems, Inc., Product Support Manager: Web Animation, Web Hosted Applications, Digital Imaging (11/99 - 02/00)

- Identified, communicated, and championed key customer issues based on collecting and analyzing feedback against volumes, costs, and strategic plans
- Transitioned product support processes from several Geo specific models to a unified worldwide model
- Defined, tracked, and managed product support requirements and product support deliverables
- Synched all interdependencies within the stages of the product life cycle

Adobe Systems, Inc., Product Support Engineer: Professional Graphics - Illustration, ePaper Solutions (07/97 - 11/99)

- Customer advocate and representative for North America Support in product planning meetings
- Team leader, mentor, and product's technical expert
- Managed and coordinated team's efforts and deliverables with groups throughout the company

Adobe Systems, Inc., Technical Support Technician: Illustrator, PageMaker, Photoshop, Acrobat, Type, (08/94 - 07/97)

- Technical Lead: Professional Graphics - Illustration (03/96 - 07/97)
- Primary resource for researching, troubleshooting and documenting issues
- Managed the content of the Technical Support Knowledge Base
- Technical contact for key Public Relations contacts, reviewers, and strategic Alpha testers

Additional Experience

Co-Director, University of Texas Student Chapter of American Society of Information Science & Technology

Project Researcher, Open Video Digital Library Toolkit Grant (Ajax, Microformats, Metadata, User Interface)

Teaching Assistant, University of Texas School of Information IT lab

Teaching Assistant, University of Texas Science Technology & Society

Illustrator Instructor, MultiMedia Enterprise

Technical Skills

- Adobe professional graphics software (Illustrator, Photoshop, GoLive, LiveMotion, Acrobat, InDesign, ImageReady)
- Microsoft Visio
- Microsoft Office Suite
- HTML authoring software (Dreamweaver, GoLive, Nvu, BBedit)
- HTML development and Internet Programming (CSS, JavaScript, PHP, MySQL, XML, XSLT, SVG, Java)
- Operating systems - Windows (Windows XP), Macintosh (OS X), Unix (BSD, Solaris)
- Server operating systems (Windows NT Server, Windows 2000 Server, OS X Server)

General Skills

- Creative problem solving
- Customer advocacy
- Excellent written and verbal communication skills
- Mentor and team leader experience
- Ability to manage a large and diverse workload
- Project management experience
- Demonstrated strong work ethic
- 5 years technical writing experience for issue database and training materials
- Ability to communicate and negotiate among diverse workgroups

Professional Affiliations

- UTASIS&T, University of Texas at Austin Student Chapter of ASIST, Co-Director (2005-2006)
- ASIST, American Society for Information Science and Technology
- Science Technology & Society, Student Advisory Board (2005-2006)
- The Information Architecture Institute

References

Don Turnbull

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Gary Geisler

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