

Theresa Putkey - Key Pointe Usability Consulting

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Bio

As an independent information architect, I provide user experience knowledge and expertise to larger website and web-based software initiatives. Since 2000, I have been an information geek, focusing on user-focused design with an emphasis on information structure and information interaction in that design. While working on projects, I employ user-centred design techniques to improve communication between stakeholders and make the best products possible. I've been known to create these communication deliverables: user analysis, task analysis, persona and scenario development, site map and wireframe creation, user story development, taxonomies and metadata.

How I Fit Into a Team

As an independent, I work for other consulting companies looking to supplement their project teams with someone who is really good at understanding how people use information and translating this understanding into consumable outputs for stakeholders, developers and users.

You might want to work with me if you're looking for someone to represent the user experience portion of your project. I represent this aspect *and* educate the customer on why this aspect is important.

Project Highlights

Not all my projects are listed, but hopefully this gives you a good sampling of the projects I've worked on.

Information Architecture for Allyis, Inc.

- Worked within tight timelines in an Agile environment to deliver exceptional user experience within project constraints.
- Used taxonomies and metadata to build dynamic site content.
- Conducted stakeholder and user interviews to create personas and elicit business requirements.
- Created paper sketches and facilitate review to elicit more requirements and create by-in.
- Built wireframes in Axure to represent business needs and revise the wireframes based on team feedback.

Information Architecture Consulting for Salient6

- Advised on content strategy work, including determining stakeholder site needs and consensus on site content.
- Conducted stakeholder and user interviews to create personas and elicit business requirements.
- Delivered personas to help contextualize the information architecture design work.
- Created paper sketches and facilitate review to elicit more requirements and create by-in.
- Reconstructed sites with content audits, taxonomy creation, site maps and reviews.
- Facilitated card sorting and usability testing with end users.

Information Architecture for Openroad Communications

- Investigated business process and communication issues through stakeholder surveys and interviews.
- Reviewed design ideas before wireframe creation.
- Analyzed business communication issues and designed intranet layout for Electronic Arts.
- Created site maps and wireframe for Ministry of the Attorney General CSO Esearch and EFile.
- Suggested designs for software using Visio and Axure.

Content Management Planning and Implementation for Meridian Systems

- Streamlined content by integrating technical documentation with a content management system.
- Built business case and won approval for transition to content management system.
- Broke down company “silos” while working to help redefine the Support web site.
- Trained senior technical writer on information architecture techniques and practices.
- Trained junior technical writer on help software.

Requirements Analysis and Technical Writing for Meridian Systems

Full time position from Dec 2000 to July 2004

- Created software requirement specifications for new features for ASP.NET product.
- Interpreted business and functional requirements to write end-user documentation.
- Created and implemented information designs for new features and new groups of features.
- Designed UI mockups and annotated screenshots using Photoshop.
- Collaborated with other writers to create and maintain in-house style guides and document management standards.
- Created online help systems using RoboHelp and streamlined the RoboHelp to PDF manual process.
- Managed activities of various junior technical writers

Education

Theresa holds a Bachelor of Arts in Comparative Religion (“Huh?” you might ask.) with a minor in Philosophy from the University of California, Davis. She is currently working on her Masters of Library and Information Science (May 2012 graduation, booyah). One thing education has taught her: culture is the lens from which people seek and find information.

Professional Associations

American Society for Information Science and Technology, Information Architecture Institute

More Information

Visit my LinkedIn profile at <http://ca.linkedin.com/in/tputkey> or my business website at www.keypointe.ca.

Software Knowledge

You might ask why I don’t list software knowledge. As someone who has worked in software for a long time, learning new software is relatively easy. I don’t let a list of unknown programs stop me from doing great work.