MICHAEL PATRICK MONAN

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SUMMARY

Highly motivated, creative, and versatile software and website application architect and developer with more than fifteen years experience in software engineering, user-centered design, information search and retrieval, usability consulting, project and personnel management. A talent for analyzing business problems, and finding innovative, robust, and cost-effective solutions. Energetic self-starter with excellent analytical, organization, communication, and creative skills.

TECHNICAL SKILLS

PHP, Perl, MySQL, HTML, CSS, Javascript/JSON, XML, AJAX, Drupal and other open source Content Management Systems and CRMs, Web Stack Performance and Scalability, Project Management Tools, UNIX scripting languages, UNIX System Administration.

PROFESSIONAL EXPERIENCE

TECHREPRIEVE, LLC   Ann Arbor, Michigan
Owner & Manager   5/05 – Present
• Providing software engineering architecture and development, usability services, and project management for TechReprieve's customers.
• Responsible for increasing company revenues, and growing client list (currently nearly sixty) by generating sales leads and cultivating relationships for generating new business.
• Client list can be found at: http://www.techreprieve.com. Portfolio highlights can be found at http://www.monan.net/portfolio.

WELLNESS & PREVENTION, INC. [WnP]   Ann Arbor, Michigan
Senior Drupal Architect / User Interface Architect   6/11 – 3/14
• Responsible for Drupal presentation tier implementation oversight during a multi-year system re-architecture effort moving WnP's digital health coaching platform to a brand new multi-tier SOA.
• Acted as point person for resolution of any critical production issues within our presentation tier.
• Defined and managed the technology roadmap and strategy for implementation of our products' presentation software, including identification and evaluation of emerging technologies that could be used to enhance it.
• Responsible for ongoing performance and scalability evaluation and enhancement of our products' presentation software infrastructure.
• Worked as the active senior source of Drupal technology knowledge for new and existing Drupal developers and non-developers.

SWITCHBACK, LLC [SB]   Ann Arbor, Michigan
Principal & Founder / Senior Drupal & Usability Engineer / Director of Sales   9/07 – 3/11
• Built, oversaw, and managed a team of 12 engineers, project managers, and graphic designers.
• Built, oversaw, and managed a sales team whose revenues grew from $0 to $800K/year. Total number of clients over 3.5 years was approximately 35 with 50 projects in total.
• Built both a service based side of the company focused on the Drupal open-source web CMS as well as a SaaS product facet of the company based around CiviCRM, an open-source CRM product.
• Put customer service training initiatives in place for all employees.
• Directly managed all usability initiatives within the organization.
• Built all aspects of the business from the ground up.
• Client list can be found at: http://www.switchbackcms.com. Portfolio highlights can be found at http://www.switchbackcms.com/ourwork.

DIAMOND BULLET DESIGN [DBD]   Ann Arbor, Michigan
Director of Engineering / Senior Project Manager / Senior Usability Engineer   10/98 – 3/05
• Managed a set of projects (customer expectations, timelines and engineering goals) and a team of engineers and graphic designers to complete those projects.
• Managed, evaluated and trained DBD personnel in internal systems and practices.
• Secured and maintained system administration of development and production web servers.
• Provided project management, conceptual design, product development, usability direction, user testing and information architectures for clients including:

The University of Michigan Business School (Internal/External Web Site)
Responsibilities: project and team management, user testing, system design, system migration plan and implementation, deployment and training.
Case Study and White Paper: http://www.diamondbullet.com/umbs.txl
Site: http://www.bus.umich.edu

The University of Michigan Alumni Association (External Web Site)
Responsibilities: project and team management, user testing and interviews, information architecture, system implementation and integration.
Case Study: http://www.diamondbullet.com/umalumni.txl
Site: http://alumni.umich.edu

PROFESSIONAL
EXPERIENCE

PDTrials.org (Parkinson's Disease Clinical Trials Website)
Responsibilities: project management, focus groups, user testing, system design and implementation, deployment and training.
Site: http://www.pdtrials.org

Calsonic Kansei NA (Internal Web Based Project Management Tool)
Responsibilities: full system implementation, design, deployment and training.
Site: If you'd like a demo of this system, please email me at monan@techreprieve.com

ABC News Store (ABC News Programs Transcripts eCommerce Clearinghouse)
Responsibilities: project management, system backend design and implementation (complex search and retrieval and eCommerce storefront).

FullScope (Web Services Administration Product)
Responsibilities: project and team management, information architecture, user testing, redesign.

The State of Michigan Department of Education (Schools AYP External Web Site)
Responsibilities: project management, system skin implementation.
Site: http://ayp.mde.state.mi.us/ayp/

General Motors Corporation (Internal Web Based Inventory Locator Tool)
Responsibilities: project management, usability analysis and design of new system.

GENE CODES CORPORATION   Ann Arbor, Michigan
Software Engineer & HCI/Usability Specialist   9/97 - 9/98
• Single-handedly shipped and maintained version 3.1 of Sequencher for the Macintosh, Gene Codes' flagship product.
• Shipped Sequencher for Windows (version 4.0), as member of Engineering team.
• Drove push to make Sequencher more usable, consistent, and in line with specific platform interface guidelines, and made the engineering process more iterative and user-centered.
• Initiated and performed usability evaluations on various problem areas of Sequencher, and targeted user-centered plans of attack on those areas.
• Formulated and documented a usability engineering strategy for future engineering endeavors.

APPLE COMPUTER - APPLE RESEARCH LABS (InfoAccess Group)   Cupertino, California
Macintosh Software Developer   5/96 - 9/96 & 6/97 - 9/97
• Assisted with the design of V-Twin, Apple's text search and retrieval engine used in Mac OS X.
• Designed and developed all aspects of CopyCat, a web-based Information Assistant that uses V-Twin technology.
• Worked with InfoAccess team members to ready V-Twin for the annual TREC competition.
• Initiated a program within Apple to spur the growth of a strong student developer program at the University of Michigan.
• Patent 6,256,622: "Logical Division Of Files Into Multiple Articles For Search And Retrieval".

UNIVERSITY OF MICHIGAN - DIGITAL LIBRARY PROJECT   Ann Arbor, Michigan
Advanced User Interface Design Group - Research Assistant   9/96 - 12/98
• Designed and prototyped an implementation of a visually rich paradigm for the extended information gathering and structuring task.
• Created a multiscale interface for managing interactions with large information structures.
• Employed user centered design methodologies to focus on what real users actually need modified for greater innovation.
• Designed and implemented a text search and retrieval engine that users can use to index and access personal collections of resources.
• Designed and implemented a hierarchical indexing scheme that will scale up for very large structured collections.

UNIVERSITY OF MICHIGAN - THE WEATHER UNDERGROUND   Ann Arbor, Michigan
Software Developer - (Macintosh) Programmer II   4/93 - 5/96
• Designed and developed all aspects of SurfBoard for the Macintosh, an Internet component arbitrator used to manage various fetch and browse plug-in components.
• Cooperatively worked with other team members on various Macintosh/UNIX software projects.
• Managed small group of programmers, each working on various projects.
• Performed system administration tasks for cluster of 5 UNIX machines.

EDUCATION

UNIVERSITY OF MICHIGAN - Ann Arbor
Master of Information Science (Human Computer Interaction), August 1997.

UNIVERSITY OF MICHIGAN - Ann Arbor
Bachelor of Science in Engineering (Computer), May 1995.

PATENTS &
PUBLICATIONS

- Brinck, T., Ha, S., Pritula, N., Lock, K., Speredelozzi, A., Monan, M. (2003). Making an iMpact: Redesigning a Business School Web Site around Performance Metrics. In DUX 2003: Designing User Experiences, San Francisco, CA, June 2003.
- Patent 6,256,622: Logical Division of Files Into Multiple Articles for Search and Retrieval.

PROFESSIONAL
AFFILIATIONS
COMMUNITY
LEADERSHIP

- Worked with Ann Arbor SPARK (http://annarborusa.org) to develop Drupal training program called "Shifting Code" that was later picked up by the Michigan Economic Development Corporation. This program was copied throughout the state and is being touted as a flagship talent retraining program for the State of Michigan. More information can be found at: http://es.slideshare.net/AnnArborSPARK/shifting-code-informational-meeting-121911 and http://www.linkedin.com/groups/Ann-Arbor-SPARK-Shifting-Code-4296894
- Founding member of the Southeast Michigan IT Council, focused on talent development and retention, and regional marketing of Michigan and Detroit area.
- Founding member and former Executive Officer of MOCHI (Michigan Ohio Computer Human Interaction).
- Association for Computing Machinery (SIGCHI, SIGIR member).
- Formerly a registered and licensed (State of Michigan) Paramedic.