

# 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 problems, and finding innovative, robust, and cost-effective solutions. Energetic self-starter with excellent analytical, organization, communication, and creative skills.

**TECHNICAL SKILLS** Perl, PHP, SQL, CSS, XML, Javascript, D/HTML, AJAX, C/C++, Content Management Systems (Drupal, Joomla, WordPress), Project Management Tools (FastTrack, OmniPlan), UNIX scripting languages (bourne/csh/bash), UNIX System Administration, UNIX socket programming (limited), ASP (limited), Java (limited), Macromedia Director/Shockwave (limited), AppleScript (limited).

**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 more than twenty-five) 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>.

**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>

**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

## MICHAEL P. MONAN

### PROFESSIONAL EXPERIENCE

**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 - 12/96

- 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., Sperdelozzi, 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

- Association for Computing Machinery (SIGCHI, SIGIR member).
- Founding member and former Executive Officer of MOCHI (Michigan Ohio Computer Human Interaction).
- Former registered and licensed (State of Michigan) Paramedic.