

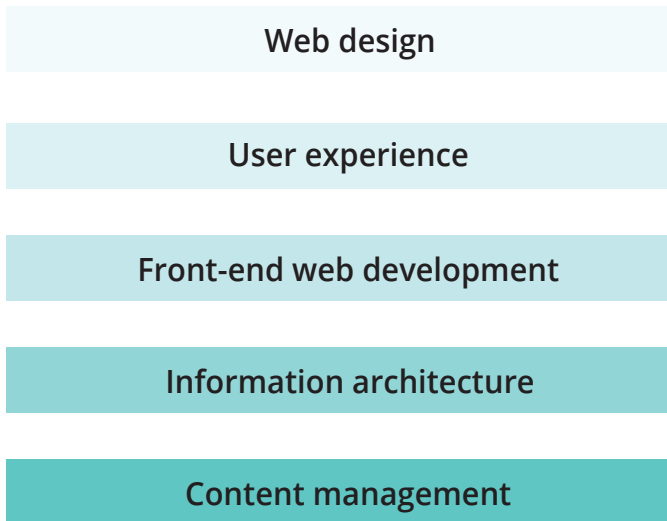
Tiffany Nolan

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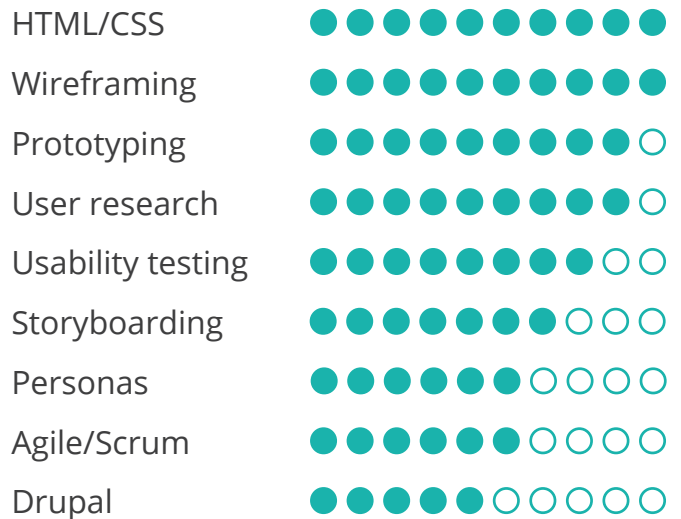
I am passionate about creating simple, yet intuitive user experiences that keep people engaged during their interactions with the digital world. I thrive in a collaborative business environment that encourages innovation and values learning new skills and technologies.

With over 15 years of technical experience, I am a unique blend of designer, developer, strategist and leader.

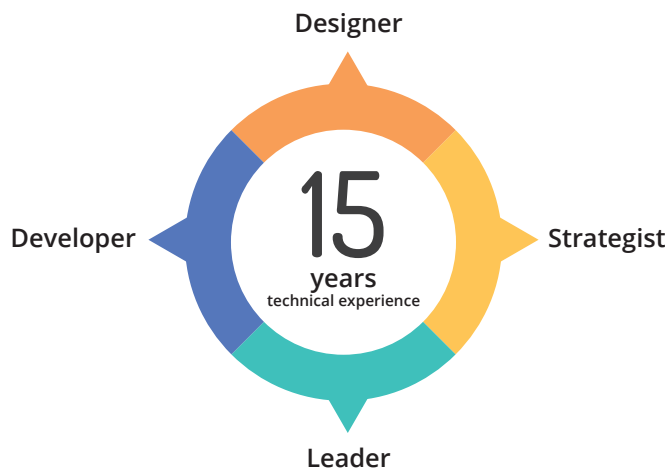
EXPERTISE



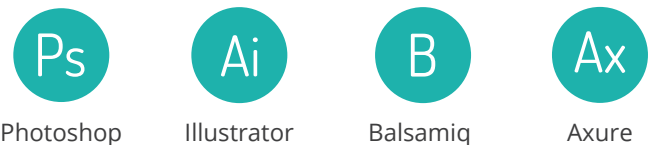
SKILLS



EXPERIENCE SUMMARY



FAVORITE APPS



EDUCATION

Capella University, Master of Science in Education, Instructional Design for Online Learning (March 2006)

Indiana University of Pennsylvania, Bachelor of Science in Education (May 1998)

WORK EXPERIENCE

Senior UX Architect
(May 2014 – present)

User Experience Architect
(Nov. 2013 – May 2014)

Community Architect
(Aug. 2011 - Nov. 2013)

Pegasystems, Inc.
Cambridge, MA

- Continually improve the usability of the developer website by collaborating with stakeholders to solve complex problems and translate their business requirements into elegant user interface designs and interactions.
- Accompany new website features from concept through implementation by iterating through wireframes and design mock-ups, conducting user testing, and working with back-end Drupal developers to deploy changes.
- Research and provide insight into developer community engagement metrics for stakeholders to enable data-driven decisions impacting projects and other systems in the company. Community engagement increased by more than 25% since January 2014.
- Led the training initiative to enable technical writers on using Drupal for content management and provides ongoing support and guidance to streamline the content creation process. Total content creation time for technical writers decreased by at least 50%.
- Assisted with the migration of knowledge base content on a developer website from ASP to Drupal 6 by providing the information architecture and creating simple, yet highly functional user interface designs.

Senior eLearning
Instructional Designer
(Jul. 2006 – Jul. 2011)

Lowe's Companies, Inc.
Mooreville, NC

- Researched, designed and developed the company's first online community of practice. Regular participation of community members within the first month of deployment was 95%.
- Managed multiple concurrent multimedia projects and collaborated with external departments/vendors to ensure training solutions were developed on time, according to design standards, and within the allotted budget.
- Created new online course layouts that improved the end-user experience through simplified user interface (UI) and more organized content templates. Received a peer award for innovation in online course design.
- Attained new skills in project management, user experience design, and user interface design while improving knowledge and expertise in web design, HTML/CSS, and graphic design.

Instructional Technologist
(May 2002 - Jun. 2006)

Web Developer
(Dec. 1999 - May 2002)

Ford Motor Credit Co.
Franklin, TN

- Designed and developed a learning management website. Implemented additional features on the website to reduce the amount of time for training to be recorded from days to minutes.
- Partnered with Subject Matter Experts (SMEs) to analyze and address performance gaps with online training. Improved customer satisfaction and increased employee productivity through more relevant training solutions.
- Utilized content strategy and organizational skills, plus programming skills in ASP, JavaScript, HTML/CSS and Flash animation.

Programmer Analyst
(Sep.1998 - Nov. 1999)

Business Analyst
(May 1998 - Sep. 1998)

CNA Insurance Co.
Nashville, TN

- Recognized by the company for consistently meeting and exceeding deadlines.
- Honed writing and communication skills, and learned technical skills in web design, HTML/CSS, Java, JavaScript, database design and PL/SQL.