

Ben Werner, MS, AUXP

4366 Brookside Lane
Bozeman, MT, 59178
(651) 307-0909
brwerner@gmail.com

OBJECTIVE: User Experience Consulting

CERTIFIED: AUXP (Associate User Experience Professional)

EXPERIENCE: Usability Engineer, RightNow Technologies (5/07 – Current)

- Provide thought leadership as a member of the Web Center of Excellence at RNT by identifying and aligning business and customer goals.
- Design evaluation plans for user research and testing, recruit participants, serve as principle investigator, analyze data for patterns then prioritize and communicate results to stakeholders.
- Work closely with Product Managers, Developers, Users and Customers to design and build web and desktop software.
- Managed 508/WCAG compliance project. Got business buy in to follow PAS 78 process for collaborative involvement with disabled users.
- Lead research and design initiatives in Web, Desktop Application, SaaS, Smartphone, and Social, and Contact Center problem domains.
- Invited speaker and presenter at RNT international user conference, product developers' conference, and MSU Product Design and Usability class.
- Designs were used in portions of 2.4 Billion customer journeys in 2009.

Research Assistant, UMN research group on online learning (6/06 – 5-07)

- Conducted structured user interviews and organized focus groups to gather user requirements from both students and faculty.
- Lead software design and development efforts based on direction from faculty in Psychology, Computer Science, and Education departments.

Programmer, UMN Center for MRI Research, Neuroscience (1/06 - 6/06)

- Designed user interface and wrote hardware drivers for LabLib software package, used for calcium brain imaging in chimpanzees.

Inside Sales, Beagle Software. (1/05 - 1/06)

- Provided in-depth technical sales advice to government, corporate and private customers.
- Worked with several time keeping technologies for mission critical environments.

Web Development Intern, American Academy of Neurology. (4/04 - 12/04)

- Designed and built ColdFusion web applications used by Neurologists.
- Worked closely with copy editors, graphic designers and marketing.

Technical Support Specialist, IT at the University of St. Thomas. (7/00 - 6/04)

- Provided technical phone support to students and faculty.

- Promoted to visit, troubleshoot and fix faculty workstations (both hardware and software).

EDUCATION: MS in Computer Science, Minor in Human Factors. May 2007

Emphasis in Human-Computer Interaction
University of Minnesota, Institute of Technology
Program GPA 3.58

Selected graduate courses taken:

Human Centered Design	Human Factors/Ergonomics
Human Factors Psychology	Artificial Intelligence I + II
HCI and UI Research	Creating the Social Web – Advanced Topics

BA in Psychology, Computer Science. May 2005

Psychology Concentration in Behavioral Neuroscience
University of St. Thomas
Program GPA 3.69

Selected undergraduate courses taken:

Statistics	Systems Analysis and Design
Research Methods	Industrial Psychology

GRANTS: \$29,995 from TEL grant for RA position. Full tuition and yearly stipend
\$10,000 from General Dynamics to develop two ground based robots
\$1,000 Collaborative Inquiry Grant from the University of St. Thomas
\$795 from RNT to host World Usability Day

AWARDS: Voted *Best Poster*, and presented work at the Minnesota State Capital
Dean's Honor List for Scholastic Achievement, UST
Twice awarded *Significant Student-Faculty Collaboration*, UST

ACTIVITIES: Member of UTEST
Usability Professionals Association, Body of Knowledge (BoK) working group
Contributing Author, UXMatters.org
Liaison to MSU for Human Factors/Industrial Engineering
Elected as Counsel of Graduate Students representative for the CS dept

PAPERS: 2009, The Accessible Customer Experience, RNT tech whitepaper
2009, Agent Efficiency, Productivity and User Interface, RNT tech whitepaper
2008, Constructing a UX: The Cost-Benefits Compass, uxmatters.org

PORTFOLIO: Available online at benwerner.com. Login info to be provided via phone.
For my Google footprint search on: Ben Werner, Usability