

Charles “CJ” Page

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Education

- May 2010 **M.S. – Human Computer Interaction Design (HCI/d)**
Indiana University, Bloomington, IN
School of Informatics and Computing, 3.9 GPA
- May 2006 **B.S. – Informatics, Business Cognate**
Indiana University, Bloomington, IN
Minor – Entrepreneurship

Skill Set

Interaction Design: Persona Development, Task Flow Analysis, Story Boarding, Wire Frames, Prototype Development (high fidelity & low fidelity), Visual Design, Competitive Analysis

Usability Research & Testing: Experiment Design, Contextual Inquiry, Ethnographic Study, Surveys, Heuristic Evaluation, Individual Interviews, Formal Usability Testing, etc.

Technology: Networking System Knowledge, Macintosh and PC hardware and operating system, Blackberry and other smart phone setup and customization, Mac OSX Deployment & Security Best Practices Class

Key Strengths

- Strategic level thinking
- Solid foundation in technologies and design challenges for web, software, and mobile apps.
- Enthusiasm and passion for creating appropriate experiences for users of complex systems
- Recognized effectiveness working with all ages, technical experiences, and management.
- Flexible outgoing style and sense of humor.
- Ability to work under pressure and meet deadlines.

Professional Activities

- Student Representative Graduate Program Committee, Informatics, 2009-2010
- ACM CHI Conference 2009 – Boston, MA
- Member ACM SigCHI, IxDA, UPA
- CCNA 06/2002

Experience

- Summer 2009 **Technology Assessment and Design Intern**, Idaho Mountain Express
Weekly Newspaper – Sun Valley, ID
- Delivered information architecture and implementation action plan to upgrade the web presence (first redesign since inception in 1995).
 - Included cost and time figures, and branding implications in action plan report.
 - Provided overall technology review of hardware, software and security suggestions both on and offline.
- Jan, '07 - July '08 **User Support Specialist**, School of Continuing Studies
Indiana University – Bloomington, IN
- Hired and managed the school's technical support team.
 - Built an online IT support wiki, resulting in training consistency and an easily updatable reference tool.
 - Improved productivity by building a ghost server for quick imaging of machines, which allowed faster turnaround time and consistency across faculty machines.
- March '05 – Jan. '07 **Computer Support**, School of Health Physical Education & Recreation (HPER)
Indiana University – Bloomington, IN
- Worked primarily with technologically inexperienced, older faculty and staff, both supporting and training.
 - Mac Specialist and Blackberry Specialist, in addition to normal PC support, for the IU School of HPER.
 - Part of a team that replaced over 200 machines during the summer of 2005.
- May '04 – Aug. '04 **Blackberry Specialist**, Wireless@Work
Nextel Cellular Product Provider – Indianapolis, IN
- First-ever technical specialist in a new initiative to increase sales of Blackberry smart-phones.
- May '03 – Aug. '03 **IT Intern**, US Department of Agriculture
Federal Government – Indianapolis, IN
- Led the only on-schedule completion of State's operating system upgrade plan in the nation.

View my full online portfolio at <http://CharlesJPage.com>