

SCOTT DOWNIE

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SUMMARY

A creative user-experience engineer who bridges the gaps between management initiatives, abstract research, and practical solutions. Exceptionally broad background including degrees in interaction design, electrical engineering, music theory, and the history of science. Adept at taking projects from the concept stage to production. Excellent collaborator with a history of motivating teammates, attending to details, and meeting deadlines.

PROFESSIONAL EXPERIENCE

MOTOROLA, Chicago, IL

2006 to 2009

Senior Interaction Designer and Haptic Media Specialist

- Created new competitive advantages for Motorola by researching and designing haptic (touch) user experiences for future generations of mobile devices.
- Enhanced mobile-device usability by designing user interactions (flows, wireframes, mockups, and simulations) for multimedia applications.
- Shortened the software development cycle by more than 50% on the \$2000 AURA mobile phone by being the first to bring Agile concepts and tools (e.g. wikis) to CXD, insuring the quick and accurate creation of phone Layout Requirement Specifications (i.e. blueprints).
- Fostered a more collaborative development process by negotiating media improvements with other teams worldwide (e.g. China, India, Brazil, and Russia) and training coworkers in the use of web-based collaboration tools.

ALTEC (UNIVERSITY OF KANSAS), Lawrence, KS

2005 to 2006

Systems Specialist

- Quickly created prototype web sites—using Plone and Microsoft's .NET—for ALTEC and its partners.
- Facilitated ALTEC delivery of innovative software tools to educators around the country by setting up and maintaining more than ten Plone sites for various ALTEC initiatives.
- Enhanced the sense of site-owner equity by training ALTEC project leaders to become the content managers of particular sites.

Biodiversity Research Center (BRC) (University of Kansas), Lawrence, KS

2002 to 2005

Research Application Interface Developer

- Helped the BRC team win a series of NSF grants by architecting, coding, and creating content for the BRC's web sites (e.g. Specify, KU Informatics, and Lifemapper)
- Enhanced significantly the usability of BRC's grant-funded Specify museum collection management software by designing, prototyping, and testing a wide variety of user-interface variations.
- Reduced development costs and increased efficiency by promoting the use of collaboration-enhancing software such as Plone and Microsoft SharePoint.
- Covered all the bases by writing print-oriented documentation, designing graphics, and supervising contractor work.

EURONET WORLDWIDE, Leawood, KS

1999 to 2001

User Interface Team Lead

- Boosted sales of Euronet's integrated transaction-management software products as the UI design lead, crafting demonstration web browser, mobile phone, and PDA interfaces.
- Decreased time to market and enhanced product consistency by managing the documentation and quality-assurance teams.
- Provided extensive user guidance by writing and illustrating documents for the full range of Euronet's readership.

- NETOPIA (MOTOROLA), Lawrence, KS** **1994 to 1997 and 1998 to 1999**
Senior Technical Writer
- Authored award-winning online help, printed user's manuals, and technical guides for Netopia's Timbuktu Pro and Netopia Virtual Office remote control programs (Windows and Macintosh versions).
 - Expanded the global reach of Netopia's products by supervising the localization of the documentation into French, German, Spanish, and Japanese.
- INTEL CORPORATION, Folsom, CA** **1997 to 1998**
Senior Quality Engineer
- Expanded and centralized access to Intel's microprocessor QA processes by creating the Product Qualification (PQ) Intel intranet site. The popular PQ web site distributed information about quality standards to Intel's various product divisions.
 - Simplified the microprocessor QA process by developing the VBA-driven PQTool. The PQTool took a product's description and determined which QA rules were necessary for that particular product.
- QRS MUSIC TECHNOLOGIES (GULBRANSEN), San Diego, CA** **1993 to 1994**
Electrical Engineer and Sound Designer
- Attracted new customers by developing the sound set for Gulbransen's General MIDI chip set and creating effective demonstration sequences that leveraged those sounds.
 - Augmented Gulbransen's bottom line by efficiently managing the production of, and handling customer service for, Gulbransen's line of acoustic piano MIDI adapters and electronic music products.
- PIANODISC, Sacramento, CA** **1991 to 1993**
Technical Director and Senior Music Editor
- Turned PianoDisc products into world-class musical instruments by designing, managing the production of, and creating demonstration sequences for PianoDisc's very successful microprocessor-controlled player-piano systems.
 - Enhanced the ease of installation and use of PianoDisc products by writing and illustrating user guides and technical manuals.
- VARIOUS POSITIONS, California, Kansas, Missouri, and Oklahoma** **1977 to 1991**
Engineering, Education, and Entertainment
- Served as a data analyst, audio engineer, keyboard technician, graduate teaching assistant, electronics technology instructor, and database programmer.

EDUCATION

- University of Kansas** **2006**
MA in Interaction Design
- University of Oklahoma** **1991**
MA in the History of Science
- University of Kansas** **1983**
BM in Music Theory
- Kansas State University** **1977**
BS in Electrical Engineering

ADDENDUM

PUBLICATIONS (Partial List)

- RandyNewman.Com, 2004 to date.
- Downie, Scott, "Multimedia" (chapter) in "Windows 98 Professional Reference" (1998, New Riders).
- Downie, Scott, "Working with MIDI" (chapter) in "Windows 98 Multimedia: Lights! Camera! Action!" (1999, Que Corporation).

PRODUCTS (Partial List)

- Motorola AURA luxury phone (2008)
- Motorola ROKR E8 music phone (2008)
- Motorola U9 phone (2007)
- PianoDisc PDS-128 player-piano system (1993)

PRESENTATIONS (Partial List)

- Chang, Angela and O'Sullivan, Conor (2008). "An Audio-Haptic Aesthetic Framework Influenced by Visual Theory." Presented at the Haptic and Audio Interaction Design (HAID) Conference, 15 September 2008.

AWARDS

Technical Writing

- Society for Technical Communication's 1998-1999 Technical Publications Competition (Denver chapter):
 - Distinguished Award for the Timbuktu Pro 4.8 Macintosh Apple Guide online help
 - Merit Award for the Timbuktu Pro 4.8 Macintosh printed Getting Started Guide
 - Achievement Award for the Timbuktu Pro 4.8 Macintosh printed At-a-Glance card
- Society for Technical Communication's Merit Award for the Timbuktu Pro 3.0 (Macintosh) Apple Guide online help in the 1996-1997 Technical Publications Competition (Kansas City chapter).
- Society for Technical Communication's Distinguished and Best of Show Award for the Timbuktu Pro 1.1 (Windows) online help in the 1995-1996 Technical Publications Competition (Kansas City chapter).

Teaching

- Kansas City Kansas Community College's Outstanding Service Award for Teaching in 1987.

Academic

- University of Oklahoma History of Science Department's Rockefeller Foundation Program Graduate Assistant for both the 1988-1989 and the 1989-1990 academic years.
- Norman Oklahoma Chamber of Commerce's John H. Patten Memorial Scholarship in 1989.

TECHNICAL SKILLS

Applications

- Dreamweaver, Photoshop, Illustrator, Flash, Visio, InDesign, OmniGraffle, wikis, MS Office, RoboHELP, Logic Pro

Languages, and Scripts

- HTML, XML, XSL, CSS, JavaScript

Specialties

- Interaction design, interface design, audio, haptics, technical writing, project management, education

PROFESSIONAL AFFILIATIONS

- Association for Computing Machinery + SIGGRAPH
- IEEE
- Society for Technical Communication
- History of Science Society
- Audio Engineering Society