ANDREW J. WILLIAMS AFFLECK

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SUMMARY

I am an experienced senior project manager, an award-winning graphic designer and interface designer, an accessibility expert, a builder of motivated and effective teams, and a strong communicator. I have built and lead teams of developers, customer relationship managers, marketers, system administrators, and business analysts. I believe the heart of technology is communication and education and approach everything from the direction of improving both. I am a published author and an experienced teacher, trainer, and public speaker.

SKILLS

Management
- Management at the project and executive level including teams of system administrators, developers, customer service representatives, marketers, and pre-sales consultants. Management of directors, managers, and individual contributors.
- Management of technical and creative staff (direct and matrix).
- Project Management (client relationships, development team, budgeting, project planning).
- Project Management Methodologies (waterfall, agile, Rational Unified Process, SDLC).
- Well versed in multiple work environments including corporate, higher-ed, government contracting, and freelance.
- Active OPM Certificate of Public Trust, Level 5 (Security Clearance).

Design/Marketing/Creative
- Published author of books and articles on various technical topics.
- Award winning graphic designer for both print media and web.
- Writing and designing marketing materials for various products/websites.
- Demonstration of products for clients in meetings and trade shows.
- Excel in public speaking/presenting.
- 12+ year veteran of Web Design/Development (design for online teaching and training, expert in Section 508/Accessible design, storyboarding, site flowcharting, wireframing, creating site mockups, usability testing, and information architecture).
- Fully fluent in Adobe Creative Suite and Dreamweaver; experienced with Flash.

Technical
- Fully fluent in all modern operating systems including Windows, MacOS 9/X, and Linux.
- Expert in Microsoft Office, Microsoft Project .
- Expert in html/xhtml, and css (level 1 and 2). Experienced with Python, AppleScript, ActiveScript, UserTalk, Perl, JavaScript, ASP, and PHP.
- Rapid learning and self-training in new technologies/software packages/operating systems.

EDUCATION

- Master of Education (Ed.M.), Technology in Education, Harvard University, Cambridge MA (June 1998)
- Bachelor of Arts, Computer Science Major; Education Minor, Dartmouth College, Hanover NH (June 1990)

EMPLOYMENT

Development InfoStructure (Devis)   **Arlington, VA (Currently telecommuting from Cranston, RI)**
Senior Project Manager   *May, 2001 to Present*

Summary
- Manager of small and large federal contracts including client relationship management, development team leader, lead designer, accessibility testing, budgeting, and project planning.
- Lead graphic designer for client websites and company marketing materials. Winner of two 2004 Silver AXIEM Awards.
- Managed the DisabilityInfo.gov project, a federal portal for all disabilities-related information across federal, state, and local governments which is an exemplar of accessible federal website design. Worked with the White House and lead project through three major generations. Managed the launch of the site in less than 60 days per presidential executive memorandum.

- Lead effort within company to convert all web development to fully accessible, CSS-based design as in-house web designer and accessibility (Section 508) expert. This has allowed developers and designers to work in parallel, as the two are de-coupled and has allowed for much greater flexibility in template-driven sites.
- Pioneered concept of and published white paper on *Usable Accessibility*, which dictates that the usability for disabled users must be considered as carefully as that for non-disabled users; that the audio, text-only, high-contrast, and graphical user interfaces are all equally important.
- Helped convert all projects to agile, iterative approach, based on the Rational Unified Process.
- Implemented use of site storyboarding/flowcharting and design process using wireframing to site mockups to finished product across all projects.

Project Highlights
Project Manager, Lead Designer, and Software Development Team Leader for the following:
- *DisabilityInfo.gov,* Office of Disability Employment Policy, U.S. Department of Labor, <www.disabilityinfo.gov>.
  - Portal for disability related information across the federal government mandated by White House executive memorandum.
  - Design fully accessible (Section 508 Compliant) and received highest marks by cross-agency review board.
- *MilSpouse.org*, U.S. Department of Labor & U.S. Department of Defense, <www.milspouse.org>.
  - Portal site for spouses of military personnel providing information on bases, education, relocation, and employment.
  - Joint site for Departments of Labor and Defense.
- *Workforce Connections/EZ-Reusable Objects (EZRO),* Office of the Assistant Secretary for Policy, U.S. Department of Labor <ezro.devis.com>.
  - Web-based, open-source content management system that provides ability to easily create portal sites, e-learning sites, and innovative coaching sites that are fully accessible and require no knowledge of HTML.
  - In use by over 100 federal websites.
- *Workforce Connections e-learning Modifications,* OSHA Training Institute, Office of Safety and Health Administration, U.S. Department of Labor, Many sites online. Representative sample at <wpv.devis.com>.
  - Modifications to Workforce Connections to add e-learning features requested by OSHA Training Institute.
- *EZRO Modifications, Course Design, and Hosting,* OFDA Training Team, Office of Foreign Disaster Assistance, Many sites online. Representative sample (winner of a 2004 Silver AXIEM Award) at <cable.devis.com>.
  - Winner of two 2004 Silver AXIEM Award (Interface Design and Government categories) for OFDA Cable Course <cable.devis.com>.
- *CareerOneStop Coach,* Employment Training Agency, U.S. Department of Labor, <www.careeronestopcoach.org>.
  - Innovative frames-based coach to guide users through use of a series of related websites.
  - Coaches include <www.brac-coach.org>, <www.careeronestopcoach.org>, <www.nncareercoach.org>, and <staffcoach.onestopcoach.org>.
- *FDA-DIDIT,* Division of Scientific Investigations, Food and Drug Administration, Site under White House Review.
  - Project to provide information to the public about human drug testing and provide mechanism for citizens to report violations and complaints.
- *DAISY over Telephone/VOIP,* American Foundation for the Blind
  - Prototype system to provide content via telephone using Daisy Digital Talking Book navigation.

WebCT, inc. (formerly Universal Learning Technology (ULT))   **Lynnfield, MA**
Senior Director of Customer Services & Technical Operations   *August 1998 to April 2001*

Summary
- Was sixth employee of ULT and was heavily involved with early growth of company including creation of IT department and hiring of its first manager, initiation of System Administration department and Web Development team.
- Directed both the Technical Support department as well as internal IT Support department.
- Applied knowledge of and background in technology in education, pedagogy, and working in higher education to improve support to faculty using WebCT.
- Performed demonstrations and developed marketing materials for products
- Reported to the Chief Operating Officer and was member of company's management team.

System Administration Department
- Created System Administration department spanning Boston, Philadelphia, and Vancouver
- Hired and managed Director of System Administration.
- Team built and managed large corporate data center hosting a farm of Solaris-based systems

Internal PC Support Team

- Managed internal IT Support Team providing technical support to entire company across all locations in a multi-platform environment (Windows and Mac OS).
- Developed hardware inventory system.
- Wrote all company system policies, and provided alerts and announcements to company for IT-related news.
- Directed the successful rollout of Windows 2000, Exchange 2000, and Outlook 2000 company-wide including installations, documentation, and training sessions.

Web Development Team
- Initiated, built, and managed five person web development team building applications for internal needs including integrating Remedy CRM with support website.
- Team worked with Perl, SQL, and PHP under Apache servers with Oracle 8i on the backend.

Technical Support Department
- Directed fifty-person help desk based in Vancouver, British Columbia, supporting company's main product, WebCT, a Web-based Course Management System for higher education.
- After acquisition of WebCT by ULT in June 1999, assumed leadership of their ten-person support team. Over the next year built team up to 50 people, hired new director, revamped internal procedures and escalation plans, investigated and installed a new CRM system all while dramatically improving response times and customer satisfaction.
- Designed and oversaw implementation of all new Support website.

Houghton Mifflin Interactive (now Sunburst Technology)   **Somerville, MA**
Webmaster   *November 1996 to February 1998*

- Redesigned and developed corporate website including information architecture and final design.
- Maintained and updated Peterson Online (based on the field guides of Roger Tory Peterson).
- Maintained and updated website for Chris Van Allsburg's "The Polar Express" seasonally.
- Maintained and updated website for H. A. & Margaret Rey's "Curious George" CD-ROM line.

Ragged Castle Design & Consulting   **Cranston, RI**
President, Founder, Lead Designer, Consultant   *January 1991 to Present*

Clients/Projects
- *Dartmouth College Medical School Interactive Media Laboratory (IML)*, Consulting on Section 508 (accessibility) compliance, Usability, and Integration of IML content with Plateau LMS. Lebanon NH, *(December 2005-Present)*.
- *Ann Singer Interior Design Website,* Ann Singer Interior Design, Hastings New York, <annsinger.com>, *(In Development)*.
- *Doer*: Online Project Management, Sumatra, inc. Bedford, MA, (November 2000–February 2001).
- *Consulting,* Working Values Group, Boston MA. Consulted on building a new internal position to handle web development, maintenance, and IT needs. Consulted on a number of web designs, *(January 1998–September 2000)*.
- *Chandra X-Ray Observatory Website Design,* Smithsonian Astrophysical Observatory, Cambridge MA, Created design for site and full information architecture, <chandra.harvard.edu>, *(April 1998–October 1998)*.
- *Harvard Ed Letter and Harvard Education Review Website Design*, Harvard Education Review, Cambridge MA, <www.edletter.org>, (November 1997–May 1998).
- *Learning and the New Technologies*, Educational Development Center, Newton MA, (May 1998–July 1998).

Dartmouth College   **Hanover, NH**
Manager Computer Resource Center, Senior Consultant, & Webmaster   *June 1990 to August 1996*

Help Desk and Call Center
- Managed staff of 20+ undergraduates responsible for running the general consulting desk. Included interviewing, hiring, scheduling, and training. Team supported 11,000 users across Dartmouth College and the Medical Center
- Initiated, designed, and developed internal CRM system for all major customer-facing teams.
- Designed and produced information and documentation for internal staff use.
- Created and taught classes on the Internet, basic and advanced Internet Navigation, and Web page design.

Computer Resource Center
- Managed pre–sales demonstration and consulting area assisting faculty, staff, and students with pre-sales questions as well as use of high level graphics software, digital video editing, color printing, and other advanced technology.
- Managed staff of seven, including interviewing, hiring, scheduling, and training.
- Maintained complete familiarity with entire Macintosh product line as well as all peripherals and third party products.

- Managed budget for buying and selling hardware and for regular operations including staff salaries.
- Designed and oversaw $30,000 renovation of center.
- Communicated with hardware and software vendors regularly and maintained, with their help, a large collection of advanced hardware and a large software demo/lending library.
- Member of committees to evaluate hardware and software to determine appropriateness for Dartmouth College sale and use including decision for standard recommended hardware packages for incoming first year students.

Webmaster
- Created the initial Dartmouth College website in 1994. Was one of the first College websites in the US. Maintained site and redesigned as the technology matured through 1996.
- Formed and co-chaired the Dartmouth Webmaster Group, a standing committee overseeing the Dartmouth Web pages and servers and assisting Dartmouth community members interested in serving their own Web pages.
- Directed various Web-based development projects and related staff as needed.
- Taught classes on web design and development to Dartmouth faculty, students, and staff.

PROFESSIONAL DEVELOPMENT

- Author of Book: "Take Control of Podcasting on the Mac" (ISBN: 1-933671-06-8, Take Control Books, December 2005).
- Published article "Apple Releases iTunes 4.9 with Podcasting Support" in TidBITS #786 <db.tidbits.com/getbits.acgi?tbart=08160> (July 2005).
- Published article "Podcasting: The People's Radio" in TidBITS #766 <db.tidbits.com/getbits.acgi?tbart=07986> (February, 2005).
- Dinner Speaker "Usable Accessibility in On-Line Learning," GSA Opens Doors to IT for Section 508 Coordinators, Gettysburg, PA. Presented white paper on accessible e-learning (December, 2004).
- Author of White Paper: "Usable Accessibility in On-line Learning." (December 2004).
- Panelist, IDEAS 508 Conference, "How Open Source Software Benefits Accessibility" (November, 2004).
- Presenter, DAISY Consortium Conference, Amsterdam, The Netherlands. Co-presented with Janina Sajka of the American Foundation for the Blind on the benefits of open source software for DAISY and demonstrated Devis-developed system to deliver DAISY content over the telephone and Voice over IP (VOIP) (May, 2003).
- Master Teacher in Computing for Summer Enrichment at Dartmouth (SEAD) teaching 30 underprivileged high schoolers from Dorchester, MA, Enfield, NH, and Philadelphia, PA. Built computer lab for program (July 2001).
- Guest lecturer on Online Learning Systems for "T522: Educational Software Project Design" at the Harvard Graduate School of Education (May, 1999).
- Guest lecturer on Technology in Education for "Education 20: Educational Issues in Contemporary Society" at Dartmouth College (October, 1998).
- Teaching Fellow for "T525: Designing Educational Experiences Using Networks and Webs" at Harvard School of Education (Spring 1997 and 1998).
- Teaching Fellow for "T522: Educational Software Project Design" at Harvard School of Education. (Fall 1997).
- Assistant Instructor, lecturer, and grader for "Engineering Sciences 4: The Technology of Cyberspace" at Dartmouth College (Winter 1995 and 1996).
- Guest lecturer on Internet topics in classes at Dartmouth College including Film Studies 7, Women's Studies 1, and Education 10 (Various Dates, 1994–1998).
- Created original website for the NBC Sitcom *Friends;* worked directly with producer Jeff Greenstein (1994-1996).
- Created and taught a wide variety of single and double session courses on the Internet, Basic Macintosh Skills, and more at Dartmouth College for faculty, staff and students. (Various Dates, 1990–1996)