

Resume of Nathanael Boehm

PROFILE

Nathanael is a passionate and motivated designer and developer. He is creative, pragmatic, highly competent, conscientious but efficient and has a well-rounded skill-set that makes him a great addition to any team. He is known for getting things done and coming up with new and innovative ideas and solutions to problems.

CAREER

Nathanael started working in the web industry as a web application developer but soon recognised the lack of skilled user interface designers in the market and the effect it was having on the quality and usability of products. So from then on he focussed his professional development and career on designing and developing elegant web user interfaces with an emphasis on productivity, usability, user tasks and goals.

USER EXPERIENCE DESIGN

Over his 10 years working in the web industry, Nathanael has become proficient at web user experience and interaction design, user interface design, prototyping, wire-framing, usability, W3C accessibility, web front-end development including working with the latest UI patterns and JavaScript frameworks for agile implementation and dynamic rich user interfaces. His knowledge of web technology means he can assure his designs are both technically feasible and accessible.

PROTOTYPING AND METHODOLOGY

He is an expert at rapid application modelling, interface sketching and prototype development using anything from a serviette through whiteboards to dedicated prototyping applications such as Balsamiq. He is a skilled negotiator and facilitator in design brainstorming and collaboration sessions with developers and in presentations to business including incorporation of evidence-based user perspectives as per user-centred design or goal-directed design approaches.

REPUTATION AND INDUSTRY PARTICIPATION

Nathanael is well-known in the local UX community for his participation in industry events, social entrepreneurship and contributions to the Government 2.0 movement in Australia which includes having been responsible for the deployment of the Australian Federal Government's first ongoing blog and involved with a flagship social media engagement and collaboration initiative run by government. Nathanael is the local ambassador for the UXnet worldwide user experience practitioner's network and is an active contributor on the UX Exchange practitioner's support forum and the Web Standards Group mailing list.

RECOMMENDATIONS

Jo-Anna Wood, a previous colleague of Nathanael's from DEEWR said about him:

"Working with Nat at DEEWR (Australian Government) was a pleasure. [...] I looked to him for advice on stakeholder engagement documents, strategies and management. He is incredibly thorough in his work and a strategic thinking and problem solver".

Peter Laycock, also from DEEWR said this about Nathanael:

"Nathanael [...] has proven his exceptionally well developed skills and abilities at an executive level. Nathanael is a very intelligent, diligent, dedicated and resilient team leader and performs his role in a professional manner".

Damian Gossip, from the Australian Federal Police:

"Nathanael is a highly knowledgeable and efficient worker. His client liaison skills and ethics are second to none and he is highly committed to his work. He is a pleasure to work with and manages and handles deadlines extremely well".

EXPERIENCE

3 MONTHS +

Centrelink

I currently work at Centrelink in the Online Communication branch across both the New Media and Channel Standards & Frameworks teams. These two teams provide a range of support and advisory services to the Communication division and the rest of the organisation.

I regularly engage with and consult to diverse business areas and ICT including designing user interfaces (including touch-screen kiosks) and producing specifications, conducting expert heuristic design evaluations, preparing accessibility standards, social media strategies, producing guidelines for the organisational wiki as a staff collaboration tool, developing multimedia products, business process engineering, information architecture and general analytical, design and technical support services in the online web communications domain.

1 MONTH

Open Text - Optus

My short-term contract with Open Text was my most recent engagement which concluded in mid-October. I worked on-site for Open Text's client Optus in Sydney for four weeks on an interface integration project where a project had forked for several months and needed to be consolidated.

The integration included style guide conformance, industry best practice compliance and providing W3C accessibility advice. It was an intense few weeks of coding and redeveloping the two systems' interfaces to use a single semantically-structured template and stylesheets whilst also cutting down the amount of HTML and CSS by over 50% to increase performance and maintainability.

I generally pursue design roles rather than coding roles, however I saw this as an opportunity to make some connections in Sydney that would help me establish myself as a freelancer and consultant.

2 YEARS 1 MONTH

DEEWR

I started at DEEWR (then DEST) as a web administrator of the NTIS website, a national repository of vocational educational and training qualifications and training packages.

My first project was to review business processes around the workflow and publication of training packages to the NTIS website. My work resulted in a massive increase in performance of the process with the known status of requests accurate to within 3 days went from less than 10% to over 95% in just a month.

With NTIS back on track I handed that over to the BAU team and joined the Training.gov.au project team as web user interaction designer working with business analysts, developers and stakeholders to iteratively develop high-fidelity HTML prototypes of two high-efficiency data management web applications.

I led internal design brainstorming sessions and sketched user interface, widget wire-frames and interaction/flow diagrams on paper and whiteboard before then developing detailed HTML & CSS prototypes which we tested with groups of users to validate the design against our user research before committing the designs to spec for a tender process.

Besides my design role I was also heavily involved in the team's communications activities and pioneered the Federal Government's first ongoing blog for our project, which we used to genuinely consult and collaborate with our geographically-diverse stakeholder group. The blog was also used in conjunction with our mailing lists and offline communication strategy to coordinate the semi-public review of specification documents, deliverables and project schedules. It was a fantastic opportunity to use social media in government and it was well-received by everyone involved in the project.

In addition to configuring and deploying the WordPress-based blog I looked after all our online brand monitoring, off-site engagement and web analytics until we hired Jo-Anna Wood as stakeholder engagement officer (upon my recommendation to engage a dedicated stakeholder engagement staff member) with whom I co-authored our social media engagement strategy.

I was also an EL1 team leader for a time at DEEWR and acted at the EL2 level on several occasions and took the opportunity in that seat to replace ineffective daily stand-ups with a roster-based twice-weekly session where team members would present on a work- or professional-related topic. I had three such opportunities and presented on user experience design, Government 2.0 and risk management.

4 MONTHS

Sports Hydrant

I worked as a freelancer front-end developer on the Sports Hydrant project in a team with some highly regarded designers and consultants including Stephen Collins, Scott Drummond and Craig Sharkie. I customised the KickApps implementation the social networking component of the project was based on and developed the CSS stylesheet and configured the application.

6 MONTHS

Dept. Health and Ageing

My first role at DoHA was as designer and front-end developer on the Aged Care Australia project. As the project had already significantly progressed, I was involved in implementing last-minuted user interface change requests, heuristic accessibility and usability evaluations and assisting with pre-launch preparations including a site launch at Parliament House.

After the Aged Care Australia project was successfully launched I then moved to manage the Seniors Portal which included feature scoping and specification development for the Lotus Notes-based application, content writing, and stakeholder and end user engagement.

2 YEARS 10 MONTHS

Australian Federal Police

I was initially involved with the AFP's intranet team assisting with the migration of content and features from the outgoing intranet, including contributing to the information architecture of site and ongoing enhancement specification and developer liaison.

I also worked on the MySource Matrix implementation for the AFP corporate internet website and did most of the AHTCC implementation. I looked after the web analytics for both sites and am a certified WebTrends and MySource Matrix administrator.

2 YEARS 5 MONTHS

Catalyst Interactive

As web application developer at Catalyst, I worked predominately on e-Learning web applications but also general websites, web applications and CD-ROM applications for clients including Optus, Qantas, Department of Defence, ANZ and the ATO.