

CURRICULUM VITAE

DIANNE DAVIS

Human Factors North Inc.

174 Spadina Avenue, Suite 202
Toronto, Ontario
M5T 2C2

Telephone: (416) 596-1252
Fax: (416) 596-6946
Home Office: (416) 576-9948
E-mail: ddavis@hfn.ca

DESIGNATION

Canadian Certified Professional Ergonomist (CCPE) – 2006

EDUCATION

M.Eng. Human Factors and Information Systems – 2003
University of Toronto, Toronto, Ontario, Canada

M.A. Educational Technology – 1992
Concordia University, Montréal, Québec, Canada

Honours B.Sc. Psychology – 1986
University of Toronto, Toronto, Ontario, Canada

PROFILE

Ms. Davis is an Associate Consultant and Canadian Certified Professional Ergonomist (CCPE) with Human Factors North Inc. Dianne has over 20 years of experience in the design and delivery of interactive systems. She specializes in the assessment of computer interfaces in work environments. Dianne has worked as an interaction designer on a number of projects designing enterprise testing software, product information web sites, banking applications, as well as online simulations, and interactive user guides. She has conducted over 50 evaluations of computer systems, evaluating online shipping tools, medical mobile device products, and human resource systems as well as job search portals, automotive paint mixing software, and e-commerce applications. She has tested these products with a variety of target audiences including human resources personnel, medical patients, physicians, and shipping personnel. In addition to her interface design work Dianne has worked on numerous fatigue management research projects, conducting literature reviews and participating in the development of work plans.

Ms. Davis has the following experience in the user interface analysis design and development process:

- User needs analysis

- Iterative design of concept, structure, layout and workflow
- Use case definition
- Usability evaluation
- Expert review
- Collaborative usability inspection
- Analysis and presentation of findings

Designed or evaluated user interfaces in a variety of application domains:

- Industry specific technology (e.g., medical informatics)
- Mobile communications technology
- Performance tuning technology
- Computer-based education materials and tools
- Online recruiting technology
- Retail point-of-sale

Assessed or designed user interface solutions for the following client base:

- Health and safety institutions
- Chemical industry
- E-commerce companies
- Automobile manufacturers
- Courier companies
- Financial institutions
- Human resources and recruitment industry
- Telecommunications organizations

RELEVANT PROFESSIONAL EXPERIENCE

Interface Design/Information Architecture (selected projects):

- Worked as lead UX designer for a multi-channel teller application at a leading U.S. bank
- Developed the user interface design for the first release of enterprise testing software, **Quest Software, Inc.** The application, *Jprobe* (<http://www.quest.com/jprobe/index.asp>), is used to maximize application performance by helping test, identify, isolate and fix performance bottlenecks in IT infrastructure. Assessed end-user needs, and produced the user interface architecture, style guide, and detailed design specification.
- Upgraded and updated the interaction design for Hp.com's Enterprise B2B site
- Provided interaction design for the display of traffic and weather for the RealTraffic, Virginia Department of Transportation – VDOT 511 prototype: **Maptuit Corp.**
- Created the information architecture for the re-design of the **Lexus Canada** web site. The redesign resulted in an impressive jump of 20 places to 3rd place in the J.D. Power and Associates 2007 Canadian Manufacturer Web Site Evaluation.
- Created the information architecture and interaction design for the redesign of **Burst Media's** online advertisement management system for use by sales and client services associates working at ad networks.

Usability Evaluation (selected projects):

- Conducted a usability evaluation of the Enterprise section of the Bell.ca website and provided recommendations for a design direction for **Bell Canada**. The study was conducted with individuals in charge of telecommunications or information technology services.
- Conducted usability testing to assess the **Hospital for Sick Children's** Ambulatory Referral Management System. Testing was conducted with clerks, nurses and physicians recruited from the Neurology, Hematology and Orthopaedic clinics at the hospital culminating in extensive interface design guidelines.
- Conducted an evaluation of **BASF's** SmartTrak II Paint Colour Management System. Testing was conducted with automotive paint technicians who use the system in their autobody refinishing shops.
- Conducted usability testing of **Canada Post's** "Ship and Click" online application with members of the general public

Heuristic Evaluation (selected projects):

- Conducted a heuristic evaluation of the Hospital for Sick Children's Ambulatory Referral Management System: **Hospital for Sick Children**
- Conducted a heuristic evaluation of Canada Post's "Ship and Click" application: **Canada Post**
- Evaluated the usability of the Federal Express web site (www.fedex.com/ca). The evaluation was conducted as a heuristic evaluation: **Federal Express**
- Conducted a heuristic evaluation of Canada Post's "Fetch" web site: **Canada Post**
- Conducted a heuristic evaluation of MedCIRCLE (Collaboration for Internet Rating, Certification, Labelling and Evaluation of Health Information), a web-based health information rating site: **Centre for Global E-health Innovation**

Fatigue Management Projects (selected projects):

- Participated in the development of a work plan for a "Field Test of a Comprehensive Fatigue Management Program Compared with Current Company Practices": **Transport Canada**
- Conducted a literature review on napping and fatigue management: **Transport Canada**
Conducted a literature review on hours of service on commercial motor vehicle driving: **Federal Motor Carrier Safety Administration**
- Conducted a literature review on commercial motor vehicle driver cumulative fatigue recovery periods: **Transport Canada**
- Participated in the development of a research plan concerning the investigation of commercial motor vehicle driver cumulative fatigue recovery periods: **Transport Canada**
- Conducted a literature review of the benefits and limitations of physiological and behavioural measures used in driving and fatigue studies: **Transport Canada**

PROFESSIONAL AFFILIATIONS

- Member of SIGCHI (Special Interest Group on Computer Human Interaction)
- Member of UPA (Usability Professionals' Association)
- Canadian Certified Professional Ergonomist

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