

Ben Dubrovsky

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SUMMARY

Senior User Experience Designer with 15+ years of usability, technology, creative and management experience. Skilled in communicating and forging consensus among stakeholders representing user, business, technical, marketing and visual design interests, to create excellent holistic designs and products with top-tier user experiences. Respected team leader with a proven track record as a creative problem-solver able to turn dead ends into new crossroads.

WORK EXPERIENCE

Manager, analysis & design

Iron Mountain Digital (Southborough, Mass.)

November 2007 to March 2009

Managed business analysis and user experience design team for archiving products

- Managed team of two user experience designers and three business analysts
- Team responsible for supporting development of archiving products
- Changed posture of team from reactive to proactive, bringing us into development process much earlier

Developed strategy to create common user experience across product lines

- Developed concept of turning functions of disparate products into components of a proposed suite
- Gained support of numerous functional groups
- Developed functional prototype illustrating concept
- Put forth method of amending current development of new features to accommodate future plans

Product design architect

Harvard Business School, Baker Library (Allston, Mass.)

December 2005 to August 2007

Managed six-person web design and production group for HBS web sites

- Quadrupled overall project throughput in nine months while boosting team morale
- Reengineered ad hoc web production process into a well-structured, measurable and operational system.
- Managed external design firms to ensure deliverables represented needs of all product constituencies
- Identified and removed roadblocks to deadline-threatening problems to ensure on-time delivery

Coordinated production across HBS silos

- Established single formal channel for stakeholders to request projects, thereby reducing confusion
- Created online tools to manage and track the production process, enabling visibility for all stakeholders

Created product designs for Harvard Business School web sites

- Synthesized and negotiated diverse needs of user, customer, IT, visual, and content communities to forge excellent and usable product designs
- Developed user requirements, proposals, wireframes; devised and executed user tests

Managed major project releases including HBS Working Knowledge (<http://hbswk.hbs.edu>), which was named as a 2007 Webby honoree (<http://tinyurl.com/hbswebby>)

Professor of interactive media and gaming

Savannah College of Art and Design (Savannah, Ga.)

September 2004 to May 2005

Taught human-centered design (HCD), web design, C++ and computer art applications (Photoshop, Illustrator, Flash, Director, After Effects, etc.) to undergraduates and graduate students.

Consultant – usability, web strategy, web development

Plymouth Rock Assurance Corp. (Boston, Mass.)

August 2002 to June 2004

Developed enterprise-wide corporate intranet covering eight separate companies

- Created business processes and tools for enabling distributed site management, minimizing update time
- Redesign met goal of a tenfold increase in hits per day, and still in use today

Developed strategy to unify and enhance user experience for existing agent extranet

- Conducted formal usability analysis of extranet and delivered detailed 100+-page report
- Created redevelopment strategy and complete design documentation based on HCI principles
- Built complete functional mockup illustrating beneficial effect of user-centered design principles

WORK EXPERIENCE

(continued)

Co-founder and CTO

ReadyAbout Interactive (Boston, Mass.)

September 1997 to August 2002

Co-founded custom media design and development firm with funds from cash flow of existing clients

- Company hallmark was holistic design stemming from user-centered design principles
- Company was profitable and grew to approximately \$1.6m in sales
- Designed a matrixed company structure based on theory of media development
- Oversaw award-winning projects for more than 50 clients including Volkswagen, Ford, Thomson Financial and Teacher's Universe (now RiverDeep)
- Performed all aspects of production including: usability, interaction design, technical architecture, information design, project management, client management, etc.
- Recognized by employees and clients as an outstanding leader and mentor

Technical director

Caps Inc. (San Francisco, Calif.)

July 1996 to September 1997

Headed a ground-up redesign of core technology for VC-backed company's educational product:

- Designed and developed configurable, updatable engine for orchestrating and managing student learning
- Created object-oriented architecture useful for expanding into multiple languages and platforms
- Successfully built consensus of executive, product development, art, education and technical staffs
- Developed strategy for and created marketable product from core technology
- Product was proven through partnerships with other developers
- The resulting technology slashed development time of second product from one year to three months

Multimedia producer, usability designer and technical designer

April 1990 to June 1996

**The Chedd-Angier Production Co.
Interactive Factory**

**Tarragon Interactive
Focal Plane Communications**

- Founded and worked at production companies and as an independent during the birth of the interactive industry
- Created award-winning, technically innovative productions for corporations, museums and other clients including Lollapalooza, Interval Research, Apple Computer, and T.A.S.C.
- Tapped as subject matter expert by Information Mapping Inc. for development of "Designing Information for the Web," a new course created for Sun Microsystems and Hewlett-Packard
- Taught some of the nation's first classes in multimedia design, production and authoring at Center for Creative Imaging in Camden, Maine
- As contributing editor for Digital Video Magazine, wrote monthly column on multimedia authoring
- Co-authored Prentice Hall college textbook, *Creating and Designing Multimedia with Director, Version 5.0*

Technical consultant, staff engineer

Bolt, Beranek and Newman Inc. (Cambridge, Mass.)

October 1986 to April 1990

- Invented new technology for accessing arbitrarily formatted time-series data from within data analysis software
- Technology became major selling feature of software by replacing custom programming with a series of menus
- Migrated technology into real-time analysis and event monitors as well as post-test analysis

EDUCATION

Massachusetts Institute of Technology, Media Lab (Cambridge, Mass.)

Special student, Visible Language Workshop, 1990-1991

Harvard University, Graduate School of Arts and Sciences (Cambridge, Mass.)

Master of Science in computer science, January 1986

- Major independent project: Design and implementation of a token passing ring network.
- Research assistant – designed, prototyped and built memory interface hardware for use as teaching aid.

Tufts University, College of Engineering (Medford, Mass.)

Bachelor of Science in Engineering magna cum laude, May 1983

- Majors: human factors engineering and computer science
- Tau Beta Pi, National Engineering Honors Society