

User Experience Design

# Peter Harbeson

Principal UX Designer

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## Profile

- Creative User Experience Design professional
- Team leader and mentor
- Extensive experience with global projects and teams in complex organizations
- Awareness and understanding of the competitive business environment
- Specialties: interaction design, information design, writing, team leadership
- Expert in desktop, mobile, and networking technologies
- Technical knowledge of software development and web technology

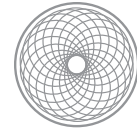
## Portfolio

Available at <http://www.peterharbeson.com/storage/Peter%20Harbeson%20portfolio.pdf>

## Experience

### Principal UX Designer, Nokia, 2009-present

- Build and lead design teams located in India, China, Europe, and the US
- Work directly with Nokia management in design, platform, hardware products, marketing, engineering, localization, quality assurance
- Prepare, review, and approve interaction design documents and prototypes for mobile platform and applications. Documents consisted of use cases/user stories, wireframes, user flow diagrams, information architecture diagrams, and high-fidelity renderings. Audiences were software developers, localization, platform management, marketing, quality assurance, and the larger design community.
- Direct and conduct usability testing strategy and practices
- Direct and conduct competitive analyses
- Symbian UX Design Council board member, providing UX design strategy and guidance for the platform to designers, localizers, internal and external developers, and communicating and negotiating with Nokia management.
- Provide guidance and advice to mobile carriers, third-party developers, external suppliers, contractors and service providers
- Work with corporate partners on design strategy, objectives, and implementation



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- Support Nokia intellectual property objectives by preparing IP documentation and working with the IP legal team as a consulting technologist
- Evolve UX Design best practices to support Agile development processes

#### **UI Chief, Nokia, 2007-2009**

- Build and lead the Symbian mobile web browser design team located in India, Finland, and the US
- Prepare, review, and approve interaction design documents and prototypes
- Direct and conduct usability testing activities
- Direct and conduct competitive analyses
- Evangelize mobile web platform and technology to Nokia management and to application and platform teams
- Work directly with managers and technical leads in product management, engineering, marketing, quality assurance and developer services for browser and related mobile applications
- Work with mobile carriers, third-party developers, and external contractors

#### **Lead User Experience Designer, Nokia, 2004-2007**

- Prepare and review interaction design documents and prototypes for mobile web browsers and related mobile applications
- Work directly with managers and technical leads to establish requirements, prioritize use cases, and negotiate design directions.
- Establish user-centered design practices in browser team
- Direct and conduct usability testing activities
- Direct and conduct competitive analyses
- Work with third-party developers and external contractors

#### **User Interface Designer, Nokia, 2003-2004**

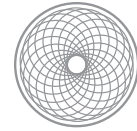
- Prepare interaction design documents and prototypes for mobile web browsers and related applications
- Work directly with managers and technical leads on use cases, prototypes, and designs
- Conduct usability testing
- Conduct competitive analyses
- Work with third-party developers and external contractors

#### **Lead Writing Instructor, Middlesex CC; Bedford, MA — 2002-2004**

- Designed and presented courses in technical writing, instructional design. XML, and usability testing.
- Adapted courses to online media (Blackboard system).

#### **Independent Contractor, Nokia Research Center; Burlington, MA — 2001-2003**

- Engineered and wrote content for FocusXML, an intranet-based instructional information system for providing engineers with XML training, information, and reference material.
- Installed, configured and maintained Apache web server



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- Supported and extended an instance of the Frontier Content Management System (CMS)
- Designed and implemented site search engine
- Wrote and edited technical content
- Delivered XML training
- Provided internal consulting services

**Senior Manager, Customer Information Design, AtComm; Manchester, NH — 2000-2001**

- UX design for hardware and software products providing telephony and data networking to small and medium-sized businesses
- Packaging design
- Design and production of in-box customer materials
- Conduct usability testing
- Design and production of marketing collateral

**Senior Technical Writer, Nokia Networks; Burlington, MA — 1999-2000**

- Designed and developed an integrated online information system for a network management system.

**President/Principal Consultant, Harbeson Consulting; Morgan Hill, CA — 1996-1999**

- Provided instructional design, information architecture, and technical communication services to clients including Apple, SGI, Netscape, Sun Microsystems, Verisign, Metacreation, and Healthcon.

**Designer, Engineer & Manager, Apple Computer; Cupertino, CA — 1989-1996**

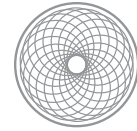
- Designed in-box consumer instructional systems and materials for Apple products
- Managed team of 23 designers, writers, editors, project managers and localizers
- Implemented help systems and user-assistance OS components

**Senior Project Director, LIMRA International; Farmington, CT — 1980-1989**

- Conducted and presented survey research projects for client companies
- Developed and presented management training courses for clients
- Wrote and produced management training video programs
- Created a product line of sales agency software including analytic systems, business simulation packages, and training systems

**Intellectual Property**

- Method for visual text entry on a virtual ITU-T keypad displayed on a touch screen device. Nokia IP 62014
- User interface for keymapped control of mobile software. Nokia IP 61667
- Multimark-enhanced web browser bookmarks. Nokia IP 60962
- Scrolling display interface object for small display. Nokia IP 60197
- Global history list for mobile device. Nokia IP 41733



User Experience Design

- Window-bar UI for multiple open documents in a non-windowing UI. Nokia IP 50381
- Long text string display methods. Nokia IP 55659
- One-click mobile citation method. Nokia IP 55816
- Bubble scrolling for touch screen mobile device. Nokia IP 57615

## **Education**

University of Hartford, Hartford CT; BA Summa Cum Laude 1978, Human Communication  
University of Hartford, Hartford CT; MA 1980, Organizational Communication

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