



Steven Heitman, AS & AA, BAIA, MAIA, ID&T Cert., TPW Cert., MAEd
San Francisco, CA USA

Portfolio: <http://www.stevenheitman-ia.com>
Blog: <http://stevenheitmaninformationarchitect.blogspot.com>
Contact: mailto@stevenheitman-ia.com
LinkedIn: <http://www.linkedin.com/in/stevenheitmania>

Sr. User/Design Researcher / Information Architect Specialist

User Experience Designer

OBJECTIVE

Full-time permanent employment for Senior User Researcher and Director

QUALIFICATIONS

Senior user researcher, information architect, user experience design (started in 1998), extending deep into user-centered design, interaction design, use case scenarios, mobile user experience, design patterns, heuristic evaluations, usability testing—project/product management, team leadership—corporate trainer.

EXPERIENCE

Senior Information Architect Specialist, User Experience Designer, User Researcher, Project/Product Manager, Mentor, Usability Expert/Tester, Director (Consultant)
IA Design & Usability, San Francisco, CA 1994-Present

Did user/design research, IA/IXD/UXD, wire frames, user scenarios, personas, use case scenarios, prototyping, navigation design, interface design, HTML5/CSS3, SEO, task analyses, mobile device design, project/product management, cognitive walkthroughs, user-centered design, usability testing, case studies; internships.

UPDATES

- Harvard University, Increasing Your Creative Capacity online
- Stanford University, Human-Computer Interaction (HCI) online
- AcademyX/City College of San Francisco, CNIT 132, HTML5 & CSS3; SEO; coding from scratch; grade: A
- User/design research, IA/IXD/UXD, navigation design, interface design, usability testing—Dr. Nielsen, Ph.D.

EDUCATION **Major/Emphasis: User/Design Research, Usability Testing, Corporate Training, IA/IXD/UXD**

San Francisco State University, Graduate College of Education San Francisco, CA
MAEd in Master of Arts Education (Instructional Technologies) (IA) (2004-2008)

- Dissertation: *An Online Tutorial for Instructional Designers to Learn about Information Architecture; The IA Model* (759 pp., 60 pp.)
- Dr. Hyun, Ph.D., Harvard University, assisted with relevant research parameters
- Five additional industry reviews—beyond university requirements—to approve IA/UXD dissertation: Mr. Crumlish, A.B., Director of Technology; Ms. Buda, M.D., Director of User Experience, et al. GPA HIGH

San Francisco State University, Department of English Language & Literature San Francisco, CA
TPW Certificate in Technical & Professional Writing—equivalent to BATPW (2004-2005)

California College of the Arts, Graphic Design Program Oakland, San Francisco, CA
BFA in Bachelor of Fine Arts—completed 4 courses, drawing—superior grade: A (2002)

San Francisco State University, Multimedia Studies Program San Francisco, CA
ID&T Certificate of Completion in Internet Design & Technology (IA) (2000-2001)

San Francisco State University, School of Design Graduate / Undergraduate Programs San Francisco, CA
MAIA in Master of Arts Industrial Arts (IA)—*The NS Model* GPA 3.93 (1999-2000)

- Dr. Iandoli, Ed.D., Harvard University, assisted with relevant research parameters

BAIA in Bachelor of Arts Industrial Arts (IA)—*HTML Use in Web* SFSU GPA 3.78 / Cum Laude (1996-1999)

City College of San Francisco, School of Fine, Applied, & Communication Arts San Francisco, CA
AS & AA in Associate in Science and Award of Achievement—Graphic Communications—Dean's List (1993-1995)

REFERENCES

References, letters, publications, hard-copy portfolios are available upon request. Updated: November 1, 2018