



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

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## **User/Design Researcher / Information Architect Specialist**

### **User Experience Designer**

#### **INFORMATION ARCHITECT, USER EXPERIENCE DESIGN CREDENTIALS**

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- **Updates**

- Please refer to the current résumé Web page for additional updates;
- Google Workshop Design Sprint Process—IDEO/Stanford's d.school—User Research Methods;
- Harvard University, Harvard i-Lab for Increasing Your Creative Capacity;
- Stanford University for (HCI) human-computer interaction;
- City College of San Francisco for (CNIT 132) HTML5/CSS3;
- AcademyX for Computer/Web Programming—HTML5/CSS3—9 Certificates;
- NN/g Usability Week for training with **Dr. Nielsen, Ph.D.**, information architecture (IA), navigation design (NS), user experience design (UXD), interaction design (IXD), rapid prototyping, eye tracking, heat maps, usability testing.

- **User/Design Research/IA/UXD/IXD/NS/PM—Major/Emphasis**

Undergraduate degrees and graduate degrees are relevant to my career path.

- **MAEd Dissertation—User/design research, information architect, user experience designer, interaction designer, design patterns, IA/UXD deliverables, systematic and comprehensive approach, project/product management.**

- Dr. Hyun, Ph.D., **Harvard University**, assisted with relevant research parameters for:
  - *An Online Tutorial for Instructional Designers to Learn about Information Architecture*
- **Five industry reviews required** to sign off on dissertation:  
Mr. Crumlish, A.B., Director of Technology; Ms. Buda, M.D., Director of User Experience

#### **The IA Model**

- **Primary Major/Emphasis:** User/design research, information architecture (IA), user experience design (UXD), navigation design (NS), interaction design (IXD), information design, interface design, project/product management, usability testing.
- **Secondary Major/Emphasis:** Corporate training, instructional design, cognitive and learning theories, needs assessment, instructional design models and strategies, ADDIE Model, e-learning, graphic design, technical and professional writing, Adobe Creative Suite.

“ Approval. ”

Combined **IA/UXD** research projects

Dr. Beatty, Ph.D.  
Dr. Michaels, Ph.D.  
Dr. Hemphill, Ed.D.  
Dr. Cheng, Ph.D.  
Dr. Gates, Ed.D.  
Dr. Dierke, Ed.D.



- **TPW Cert. Technical & Professional Writing**
  - Equivalent to **BATPW**
- **BFA Graphic Design** Completed 4 courses: Graphic design, 3D visual dynamics, art history, drawing—reviewed first—**received highest A.**
- **ID&T Cert. Internet Design & Technology** User/design research, information architecture (IA), user experience design (UXD), interaction design (IXD), Web design, interface design, computer/Web programming, project/product management, usability testing.
  - **Three industry reviews required** to graduate.
- **MAIA Dissertation**—User/design research, information architect (IA), user experience designer (UXD), navigation design (NS), interaction design (IXD), design patterns, IA/UXD deliverables, project/product management, usability testing.
  - Dr. Iandoli, Ed.D., **Harvard University**, assisted with relevant research parameters for:
  - *An Online Tutorial for Digital-Media Designers to Learn about Web **Navigational Systems***

#### **The NS Model**

“ Approval. ”

Combined **IA/UXD** research projects

Dr. Beatty, Ph.D.  
Dr. Michaels, Ph.D.  
Dr. Hemphill, Ed.D.  
Dr. Cheng, Ph.D.  
Dr. Gates, Ed.D.  
Dr. Dierke, Ed.D.

- **BAIA** User/design research, information architecture (IA), user experience design (UXD), navigation design (NS), interaction design (IXD), interface design, drafting and sketching, project management, usability testing.
- **AS & AA** Graphic communications, graphic design, typography.
- **DIPLOMA** Heald Business College
- **HS DIPLOMA** Lynbrook High School, San Jose, CA
  - A California Distinguished School
- **Pianist** Classical piano performance, **Juilliard** instructors; piano performance Professor—Wanda Krasoff—endorsed by Arthur Rubinstein.
- **The Leschetizky School**
- **Musical Family Tree:**  
**Beethoven, Czerny, Liszt, Leschetizky, Raab, Gilels, Rachmaninoff, Prokofiev**