



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

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

### **User Experience Designer**

**MAJOR/EMPHASIS: User/Design Research, Usability Testing, Product Design, Information Architecture (IA), Interaction Design (IXD), User Experience Design (UXD), User-Centered Design, Corporate Trainer/ Instructional Design, Project/Product Management—Credentials**

- **Updates and Relevant Projects—Continuing Education**
  - Please refer to current résumé Web page for additional updates—professional work experience;
  - 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 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, navigation design, user experience design, interaction design, rapid prototyping, eye tracking, heat maps, usability testing.
- **MAEd Dissertation and Relevant Projects—User/design research, information architect, user experience designer, interaction designer, design patterns, systematic and comprehensive approach, project/product management; IA/IXD/UXD deliverables.**
  - Dr. Hyun, Ph.D., Harvard University, assisted with relevant research parameters for:
    - *An Online Tutorial for Instructional Designers to Learn about Information Architecture* **The IA Model**
  - Five industry reviews required to sign off on dissertation:
    - Mr. Crumlish, A.B., Director of Technology;
    - Ms. Buda, M.D., Director of User Experience, et al.
- **Primary Major/Emphasis: User/design research, information architecture, user experience design, navigation design, interaction design, 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/IXD/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 Certificate and Relevant Projects**—Technical and Professional Writing
  - Equivalent to BATPW
- **BFA and Relevant Projects**—Graphic Design
  - Completed 4 courses: Graphic design, 3D visual dynamics, art history, drawing—reviewed first—received highest A.
- **ID&T Certificate of Completion and Relevant Projects**—Internet Design and Technology
  - User/design research, information architecture, user experience design, interaction design, Web design, interface design, computer/Web programming, project/product management, usability testing; IA/IXD/UXD deliverables.
  - Three industry reviews required to graduate.
- **MAIA Dissertation and Relevant Projects**—User/design research, information architect, user experience designer, navigation design, interaction design, design patterns, IA/IXD/UXD deliverables, project/product management, usability testing.
  - Dr. landoli, 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/IXD/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 and Relevant Projects**—User/design research, information architecture, user experience design, navigation design, interaction design, interface design, drafting and sketching, project/product management, usability testing; graphic design, graphic design history, typography, color theory, animation, multimedia, product design, Adobe Creative Suite; IA/IXD/UXD deliverables and IQ acumen for user-centered design and usability and leadership skills.
- **AS & AA and Relevant Projects**—Graphic communications, graphic design, typography; design research.
- **DIPLOMA and Relevant Projects**—Heald Business College
- **HS DIPLOMA and Relevant Projects**—Lynbrook High School, San Jose, CA
  - A California Distinguished School
  - German, French (elementary proficiency)
  - Gourmet cooking
  - Classical piano performance lessons—before/after high school—Juilliard instructors
  - Piano performance professor endorsed by Arthur Rubinstein