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Katherine R. Maher

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OBJECTIVE Serve the world through technology; one app, one need at a time – then automating it.

EXPERIENCE **IT Director : Automotive Dealer Management, Inc.** Ann Arbor, MI February 2013 – Present

- Create, maintain, and work within a budget, while pushing for more funding for new projects with high ROI.
- Bring new software and hardware systems and processes to both secure and modernize company infrastructure and longevity, including implementing a Disaster Recovery Plan and integrating cloud storage.
- Plan resource distribution and hired an intern to load balance responsibility and open growth opportunities.

Software Engineer : Automotive Dealer Management, Inc., Ann Arbor, MI May 2006 – Present

Project Management

- Performed numerous hallway usability studies, contextual inquiry interviews, and ethnographic studies to learn about users' use and software needs in order to design around those requirements.
- Worked in cross-functional team environments to successfully bring visions from ideas to reality.
- Assumed technical lead on vital new projects, including ADMI's cornerstone program, Ford global program management, and scheduling software for new clients which transformed the size and scope of the company.
- Managed product milestones and was responsible for requirement gathering and timeline planning, working with the team to ensure deadlines were met.

Web Application Engineer

- Automated previously manual jobs, including program billing, report distribution, and scheduling reminders, cutting costs and freeing up consultant and support staff to focus their skills on more meaningful tasks.
- Managed product rollouts, updates, and status communications. Took initiative to improve existing software, as well as to migrate legacy code from ColdFusion 4.5 to ColdFusion 8.
- Reviewed and triaged modification requests monthly; implemented when appropriate.
- Executed new ways to make the portal more modular with less repeated code; simplified code base.
- Ported outdated software on CDs to a more user-friendly, web accessible, JavaScript intensive interface.

Database Administrator

- Created database objects as needed while utilizing stringent foreign key protections.
- Recognized when administration was beyond my abilities. Researched, interviewed and recommended a consultant who was ultimately hired.

Vertabase, Ann Arbor, MI April 2010 – Present

Usability & Project Management Consultant

- Performed usability studies and crafted detailed reports based on choice architecture, heuristics, and best practices for both Vertabase and clients of Vertabase.
- Managed and collaborated with developers and designers bridging cultural, language, and geographic barriers, from Ukraine, to Montreal and Seattle.

University of Michigan, Ann Arbor, MI

Various Technical Support Positions

September 2002 - May 2005

- Performed updates, installed drivers, mass ghosting, and diagnosed network and connectivity issues.
- Worked in diverse teams while addressing issues individually, often for school or department administrators.

SKILLS ColdFusion 4.5+, Oracle, SQL, Testing, Project Management, Usability Studies, Contextual Inquiry, Ethnography, MySQL, JavaScript, HTML, CSS, Dreamweaver, Photoshop, Illustrator. Growing skills in jQuery, Spanish.

EDUCATION **University of Michigan** Ann Arbor, Michigan
School of Information, 3.8 GPA August 2012
Master of Science in Information; Specialization in Human-Computer Interaction

College of Engineering, Bachelor of Science in Engineering in Computer Science Engineering December 2005

ACTIVITIES Phi Kappa Phi – Collegiate Honor Society – Joined 2011
Traveling is a passion of mine, and lets me broaden my perceptions of how people need and use technology.