

Edward M. Galore

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QUALIFICATIONS

- Fifteen years computer and software industry experience, Web development focus.
- Program Manager: risk management, project plans and schedules, resources, budgets, functional specifications, software localization and internationalization.
- Product Manager: product evangelism, business strategy, requirements elicitation and management, product vision, use case development, and market requirements.
- Computer skills: HTML, ASP, PHP, CSS, c-shell programming, Perl, and Java-Script; Dreamweaver, Expression Web; SharePoint, Office Suite, Project, Visio; UNIX, Windows, and Macintosh OS.

EXPERIENCE

Dec 2007 – Present **Sr. Technical Site Manager**, Murphy & Associates (at Microsoft)

- Design, develop, and manage Microsoft's internal Web site for Market Research, housing 50,000 documents representing 100s of millions in research dollars.
- Solicit and author business requirements documents, contribute functional specifications, graphic and UI design, and develop IA and taxonomy.
- Train research managers on improving document discoverability and research project management and evangelize the site.

Oct 2006 – Jun 2007 **Research Assistant (information design)**, Information School, University of Washington

- Information and process design for Microsoft Corporate Market Research & Insights portal (<http://marketresearch>).
- Captured business requirements and designed UI.

Sep 2005 – Jun 2006 **Instructor**, Technical Communication, University of Washington

- Taught Advanced Technical Writing and Oral Presentation, an upper-level business and technical communication course for engineers. Subjects taught included basic Web design.

Apr 2002 – Jun 2002 **Product Manager**, Classmates.com, Renton WA.

- Product Manager for new online dating service. Responsible for all phases of product lifecycle from feasibility studies, to market research, vision, development, and product launch.
- Developed product "book" defining product market, product vision, demographics, business use cases and product specification (market requirements document and data dictionary) and competitive analysis.
- Analyzed Web metrics and customer data to define business requirements and refine the user experience.

Jan 2000 – Dec 2001 **Program Manager and Product Manager**, Primus Knowledge Solutions Inc., Seattle WA.

- Managed development of Primus' core product, Primus eServer, industry-leading, enterprise knowledge management software.
- Gathered and documented market requirements and international business requirements for European and Japanese markets, developed use cases and authored detailed functional specifications.
- Program Manager for Primus Web Applications development group. Responsible for the delivery of several major software releases including mobile versions developed with WAP.
- Software localization management for Japan and Europe including integration management for a major Dutch telecommunications company.

References available upon request.

- Led multiple development efforts with teams ranging from 5 – 25 people.
- Implemented Program Management best practices, and established the Program Management Office.

Aug 1998 – Jan 2000 **Program Manager**, Pro2net, Seattle WA.

- Designed, implemented, and maintained Web based applications generating over \$1M in revenue per month (includes transactions and advertising revenue).
- Managed the development and delivery of high-quality continuing education software via database-driven HTML and streaming video. (Content providers included the Harvard Business School and Wiley & Sons.)
- Direct manager for developers, including senior programmers and database administrators.

Jul 1997 – Apr 1998 **Web Contractor**, Honolulu, HI.

- **Web Developer**, Hawaii Medical Services Association HMSA, Blue Shield.
- **Web Developer and Trainer**, University of Hawaii Information Technology Services.

July 1996 – Feb 1997 **Chief Game Designer**, Zombie Virtual Reality Entertainment, Seattle WA,

- Designed user interface and AI behavior. Responsible for art direction, historical accuracy, and the over-all look, feel, and play of a main battle tank simulator/videogame. Developed extranet to manage the project and art assets.

Jun 1990 - Jun 1997 **Senior Computer Specialist**, UW, Computing & Communications, Seattle WA.

- Developed Web pages for the University of Washington's Web site, the world's fourth most popular Web site in the .edu domain at the time.
- Managed Internet services for the World Wide Web and UWIN (a text browser based on the Pine mailer).
- Systems Administration and Account management for academic and administrative computing. UNIX, CDC-NOS, VM/CMS, Unisys, DOS, Macintosh, and VMS.
- Provided IT support and customer service.

EDUCATION

June 2007	University of Washington, MS, Technical Communication
June 2005	University of Washington, BA, Jackson School of International Studies
Fall 2004	Humboldt University, Berlin, Comparative History of Ideas Berlin Program

Other Training

2004	Java Programming, Computer Science & Engineering, UW
2001	Managing Projects with Microsoft Project, RAMCO
1990 – 1994	Courses in C, UNIX, and shell programming, C&C Computer Training, UW
1992	Professional Writing series, UW Training & Development
1990 – 1991	Supervisory Training series, UW Training & Development

CONFERENCES

Oct 2007	IEEE, IPCC, Seattle, WA, <i>Information Design and Communication Dialog</i> . The Effect of Structural cues on User Comprehension, Navigational Behavior, and Perceptions.
Mar 2007	Writers UA 2007, Long Beach, CA, <i>Content-centric Design</i> . Importance of context in information design.