John Utter
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571-314-3584

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| WEB SOFTWARE EXPERTISE | Usability, Web performance, Revised Section 508 accessibility & compliance, user-centered design, A/B testing, user analytics, digital imaging, compression, technical & design advisory. |
| COMFORTABLE WITH MANY PROGRAMMING LANGUAGES | JavaScript, JAMStack, jQuery, CSS, HTML5, React, Angular, Gatsby, ASP, .NET, PHP, Java, JSP, Progress Webspeed, SQL, PVCS, SVN, Git, Github  |
| EDUCATION  | Purdue University, West Lafayette, Indiana Bachelor of Science, Computer Graphics Technology, Interactive Multimedia Development. Dean's List. |
| CLEARANCES & CERTIFICATIONS | DOD Secret (Active)USDA (est. 2009)Security+ (2016) |

EMPLOYMENT

**Usability Assurance Manager, Product Manager**

Peraton (Northrop Grumman), Fairfax, Virginia. 2008-Present

* Delivered multiple $1.5M+ user-centered design initiatives to modernize interface, accessibility compliance, and transaction process flow for complex travel management and financial web applications used by 90,000 employees daily at half of US Federal Government executive agencies.
* Reduced end user load times up to 73% for DoD web applications used by 300,000 active, Reserve, and civilians. Implemented content delivery network built upon Akamai and GCDS NIPR/SIPR platforms.
* Implemented interface modules for TSA Secure Flight, USDA Financial Management Modernization Initiative, HHS Patient & Research Subject Travel, and other specialized travel management and accounting initiatives.
* Developed UI for the DOD Operation Tomodachi Environmental Health Service Registry that mapped radiation exposure to US personnel following the 2011 earthquake and tsunami in Japan. Site supported over 44,000 daily visitors during major news coverage.
* Increased ACSI customer satisfaction scores by 23% and helped reduce help desk calls by 55% by improving ease-of-use, consistency, simplification, timely access to accurate online help, improving FEO performance and page response times.
* Gained support and buy-in from internal and external customers to focus on user-centered design, accessibility, and web performance as necessary elements of effective software. Briefed customer Agencies, organized working groups and led focus groups teaching development methods for gathering user validation through UI testing.
* Advised management, proposal, and development teams on cost-effective solutions that met Revised Section 508 Federal accessibility and applicable to customer requirements and Federal ICT compliance standards.
* Interviewed and developed pre-interview testing for front-end web developers.

**Co-Founder, Project Manager, Design and User Interface Lead**

Graphic Odyssey, Phoenix, Arizona. 2006-2008

* Art direction, interface and website production for entrepreneurial startup. Created online and offline presence, tradeshow booths, marketing collateral, and commerce engines integrating existing software and tech infrastructure investments for clients diverse as Fortune 500 to franchisers.
* Created majority of site templates for the book, 1 Hour Web Site, Wiley Publishers (ISBN-13: 978-0471933380)
* Pitched, designed, launched, and reviewed client marketing initiatives and campaigns. Augmented existing marketing and development teams to create the best possible product on-time and on-budget.
* Recruited new employees and consulted on benefits packages and total compensation offers to attract and retain top local talent.

**New Media Department Director**

Impress Communications, Los Angeles, California. 2003-2006

* Web & interactive media department team lead. Interfaced between technical group and clients, including writing proposals, customer interaction, creating concepts and delivering final products on time and under budget.
* Designed, developed, and managed major online campaigns for clients such as Nestle, Black & Decker, Home Depot, and Price Pfister. Evaluated results and briefed impact and value to brand managers.
* Interviewed new hires and freelancers, conducted regular staff performance reviews, managed departmental budgets and production schedules.
* Achieved first profitability since inception of department by accurately quoting jobs, tracking SOW, billing for changes, reducing production costs, and championing new services. Expanded revenue through consistent delivery and client-supportive service.

**Multimedia Programmer/Designer**
TriVium Systems Inc., Portland, Oregon. 2002

* Designed, programmed and animated customer training and sales software demonstrations.
* Wrote voice-over instructional scripts. Recruited & recorded voice talent.
* Updated user-interface within Java-based Customer Relationship (CRM) and call management software.

**Web Developer, Software QA Test Engineer**
Intel Corporation, Hillsboro, Oregon. 1997-2001

* Integral resource for graphics, video, Windows programming, scripting & webpage production for various market segments within Intel Architecture Marketing Group.
* Automated and streamlined various communication processes, saving $150,000 in annual software expenses.
* Trusted employee within a confidential environment prior to public announcement of Intel Capital funded startups.
* Created and executed software test plans within Proshare Business Video Conferencing and Video Phone groups. Credited with 20% of top critical bugs upon departure.

ORGANIZATIONS AND AFFILIATIONS

* Human Factors International (HFI) Certified Usability Analyst
* Active within Northrop Grumman and Peraton Employee Resource Groups
* Intel CPS Certified Web Author
* ACM SIGGRAPH