

Karen Chinwe Roles

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PROFILE

Karen Roles is a senior **User Experience Architect** with excellent conceptualisation and problem solving skills. Client facing, but with a strong background in business strategy and product development, Karen specialises in requirements capture and analysis and user-centric design. Highly organised with the ability to master complex, advanced technologies, Karen has a proven track record of delivering accessible concepts and architectures that meet customer needs and translate into successful products. As the customer advocate, Karen has bridged the chasm between marketing and development to engage and motivate teams to create both tactical products and strategic roadmaps. Broad portfolio of skills ranging from: web design; data centre optimisation; application dependency mapping; network and system management; to fault tolerance and the virtualisation of horizontally scaled systems.

SUMMARY

After graduating from Surrey University in 1995 with a Masters Degree in Information Systems Engineering, Karen has spent over ten years developing user interfaces and designing web sites. While at university, Karen was sponsored by ICL (now part of Fujitsu). Karen then joined a small computer company called Integrated Micro Products, IMP which was acquired by Sun Microsystems. Karen worked in a number of senior positions with ownership of the lights out management user interfaces of specialised, highly innovative computer systems designed for the telecommunications and data centre markets. Main responsibilities during this period include technical leadership of international teams developing user interfaces for multi-million dollar product ranges, customer requirements capture and representing the product ranges at corporate level user experience strategy committees. Karen holds six worldwide patents in the area of configuration of fault tolerant computers, SNMP and management of horizontally scaled computer networks.

Following Sun Microsystems, Karen continued to develop her profile as a User Experience Architect. Following a range of commissions and freelancing contracts for company web site and application design, Karen now works as a Senior User Experience Engineer for Tideway Systems. As part of the Architecture Team within this small company, Karen is responsible for defining the functional and visual user interfaces for the company's flagship product. Foundation provides server and application discovery and mapping software that is used for risk analysis, change management, compliance and auditing within data centres and mission-critical customer networks.

SKILLS

- **Information Architecture**

User Modelling, Interaction Design, Flow Diagrams, Use Cases and Task Analysis, Heuristic Evaluations, Schematic Development, Object Oriented Analysis and Design, UML, Site Maps, Wire Frame Prototyping, Patterns, Web Accessibility Requirements, Section 508 Compliance

- **Business Skills**

Researching Customers' Needs, Customer Interviews and Presentations to Financial Institutions, Service Providers, Telcos and OEMs, External Vendor Relationships, Presentations on Strategy to Corporate Level, Market Trends Analysis, Competitive Analysis, Requirements Specification

- **Leadership Skills**

Setting Up Project and Strategy Teams, Resource Management, Performance Reviews, Leading Multi-Disciplinary Teams, Technical Leadership and Mentoring, Running Training Sessions and Chairing International Meetings, Experience of Quality Processes for Requirements

- **Technologies**

Java, JMX, C, C++, XML, HTML, CSS, UNIX, Dreamweaver, Photoshop, System and network management, fault tolerance and horizontal scaling, ITU-T standards, SNMPv3, DMTF WBEM

EXPERIENCE

- 2005 – todote** **Tideway Systems, London**
Senior User Experience Architect
 Architecting product functionality and designing user interfaces for server and application discovery software, which provides application dependency mapping and auditing capabilities integration into Business service management and enterprise management systems.
- Extensive customer and user interviews, usability reviews and research for input into requirements capture and strategic planning
 - Generation of user personas and user scenarios from user research for setting up discovery scans, exclusions, time zone and application dependency modelling
 - Creation of wireframes, information architectures, interaction designs and prototypes for use by the UI development team
- 2004 – 2005** **Freelance and Contract Web Site Development and User Interface Design**
Oyster Framfab **Senior User Experience Architect**
Amphora Research **User Interface Designer**
P4PI **Information Architect**
QTD **Web Designer**
- 1994 – 10/2004** **Sun Microsystems Limited, Guillemont Park, Camberley**
2002 – 10/2004 **User Interface Architect**
 Worked in a division that manufactured a range of servers with lights-out management features for the telecommunications and service provider markets.
- Architectural lead on international projects working with user interface developers both internal to Sun and external partners.
 - Specified web-based user interface for the integrated switch in Sun's first blade-server platform working closely with the Usability Specialist.
 - Specified command line and web-based user interface for the lights-out management controller for the thin-server and blade server platforms
 - Presented product architectures to corporate architectural and strategic approvals committees
 - Chaired the Sun working group responsible for the strategic direction of Sun's lights-out management user interfaces for Sun's server products
- 1994 – 2002** **System Management Architect/Developer**
- Architectural lead of a team of ten senior engineers, managed a team of six engineers responsible for performance reviews, project and resource scheduling
 - Defined product concept for the data centre management of server hardware and software deployment
 - Architected a distributed management agent utilising a CIM object model and exposing management data through GUI, SNMPv3, and CIM/WBEM
 - Technical lead for team developing an API for a Configuration Management System for a hardware fault tolerant computer system