

Kevin O'Brien

O'Brien Consulting, Inc.

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CAPABILITIES

- Apply knowledge of human cognition and perception to the design of tools
- Analyze task processes, requirements, and criteria for success
- Design user interfaces compliant with conventions and customized to tasks
- Test interaction effectiveness in the face of meaningful challenges
- Contribute expertise in data visualization, task learning, & decision support
- Write and present reports
- Provide project leadership

ACHIEVEMENTS

Consumer Product Design. Provided usability criteria, design recommendations, and usability testing for consumer web sites, customer support applications, and for assembly and configuration of consumer personal computers.

Hand Held Device Software. Provided designers with a tool to eliminate inconsistencies in user interface design. The tool applied concept learning model to predict usability.

E- Commerce. Identified core users, actions, and objects for an e-commerce management application. Modeled user understanding of application's menus to predict usability.

Customer & Employee Service Systems. Designed and tested object-oriented desktop and web-delivered user interfaces for enterprise data and service subscription configuration.

Network Monitoring & Configuration. Designed and tested desktop and web-delivered user interfaces for monitoring and configuring telecommunications and computer networks.

Call Center Design. Provided content analysis, design recommendations and usability testing of user interface for interactive voice response systems.

Presentation and Publication Awards. American Association for the Advancement of Science, American Society of Training & Development, NASA, and Lockheed.

CLIENTS

Include Hewlett-Packard, Sun Microsystems, Openwave, Palm, Infoseek "GO" Network, iPlanet, SANavigator, MARC USA, and Southwestern Bell Telephone.

EDUCATION

1990	University of Kansas, Ph.D.	Experimental Psychology
1980	University of Missouri, M.A.	Counseling Psychology
1977	University of Missouri, B.A.	Psychology

EXPERIENCE

1998-present	President	O'Brien Consulting, Inc.
1994-1997	Lead Human Factors Engineer	Pacific Bell
1989-1994	Senior Human Factors Analyst	Lockheed Engineering & Sciences Co.
1981-1986	Disability Hearings Officer	State of Missouri