

smcgarry@mac.com
415.244.1907
San Francisco, CA

susan mcgarry

expertise mobile user experience
product design strategy, from concept to shipping product
interaction design for on-device purchasing and subscription
application UI guidelines and device customization

timeline user experience consultant (freelance)
Punchcut
Aug - Dec 2010

Design Lead for a significant mobile application project. Managed a small but nimble design team; incorporated input from a large group of stakeholders. Drove rapid design iteration, numerous client presentations, high-fidelity prototype development, and multiple rounds of user testing.

senior product manager, user experience
FLO TV (a subsidiary of Qualcomm)
2007 - 2010

Promoted to Design Manager for FLO TV. Shipped Mobile TV applications for a variety of cellphone platforms, and auto. Developed design strategies for integrating features like advertising and on-demand video. Worked closely with major carriers, device manufacturers, and design agencies.

product manager, user experience
Qualcomm Internet Services (BREW)
2004 - 2007

After one year on contract, hired full-time to work on uiOne Theme and App Managers. Transitioned to BREW Gaming, a mobile game download-and-play experience, taking it from concept to detailed design. Proposed design strategies for Brand Xtend, a platform for content download and brand promotion on-device.

interaction designer
Yahoo!
2002 - 2004

Design Lead for Yahoo! Web Hosting and Domains. Created a new Yahoo! site to market small business web hosting. Built the UI for dozens of subsequent product enhancements, redesigned the Yahoo! Domains control panel, and architected a flexible ordering platform.

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(timeline)

human interface designer
Apple
1995 - 2001

Designed the Network control panels for Mac OS 8.1. Promoted to Finder Lead for OS 8.5 & 9.0. Member of the Aqua HI Design team for OS 10.0 & 10.1; major contributor to the Aqua HI Guidelines.

user interface designer
Nortel Networks
1991 - 1995

Member of a multidisciplinary team of UI designers, industrial designers, mechanical engineers, and market researchers. Projects included a Caller ID cordless phone, built with Sanyo Japan, and a business wireless handset, designed with Nokia.

education

M.A. Cognitive Psychology
Carleton University, Ottawa, Ontario, Canada

B.A. (Hons) Psychology
Queen's University, Kingston, Ontario, Canada