

MICHAEL D. SPRYN

818 Tinker Tavern Road
Webster, New York 14580-8945

michael@spryn.com
www.spryn.com/michael

RATIONALE

My objective is to help you increase sales, lower costs, and improve customer loyalty by utilizing my proven initiative, innovation, and problem-solving skills to provide your customers with a superb user experience.

SUMMARY OF QUALIFICATIONS

- Over 20 years of working with and serving users
- Creative, innovative, problem-solver
- Eclectic background: implementer to manager; technical to sales; finance to defense (former TS clearance)

PROFESSIONAL EXPERIENCE

Optimax Systems, Inc., Ontario, NY **2005 - present**
Media Specialist

Instructional media design - produce training videos and other presentation materials including 2D & 3D animations. Use video to document processes and improve workflow for Lean Manufacturing. Develop and administer databases including HR Management, Training Management, and Document Management Systems (DMS). Maintain intranet web site, contributor for internet site.

VIDEO MEMORIES, Webster, NY **1982 – present**
Owner

Video production for businesses and individuals. Videos include documentaries, promotions, and special events. Responsibilities include shooting, directing, and editing.

AESTHETIC EDUCATION INSTITUTE, Rochester, NY **2003**
Technical Consultant

Support for database design (FileMaker Pro), computer system, financial records, and web site.

NORTEL NETWORKS, Rochester, NY **1982 – 2001**
Usability Engineer 1998 – 2001

- Managed usability study for a major software product and suggested improvements which were approved by customers and had potential savings of 5% to 30% of users' time. Findings also utilized by other project teams.
- Provided usability consulting on projects including graphical and audio user interfaces for Personal Digital Assistants, wireless phones, Web sites, and client/server main-frame applications. Teams received commendations for quality of pilot products.
- Promoted product usability in local division through creation of intranet usability web site and management of in-house user-centered design classes resulting in increased awareness of usability and other interface concepts which received consideration in future projects.
- Consulted with audio administrative group and provided prototype web interface that was utilized in project and as model for future development.
- Coordinated usability efforts with other internal usability groups.
- Managed call-flow design for location-based services project decreasing design period by 50%.
- Co-managed company-sponsored community project to work with high school students participating in robot competition.
- Produced stand-alone database for FIRST Robotics Competition used by participants across country.

Sr. Software Engineer

1986 – 1998

- Managed test cases, contributed to documentation for Oracle-based directory-assistance system.
- Successfully led development team in creation of Macintosh-based digital audio editing system. Vocabulary development time cut up to 90% and enabled customers to build their own vocabularies.
- Performed usability studies with prototypes to increase user satisfaction and developed C++ Macintosh applications.
- Consulted on a grassroots effort of volunteer employees to produce a Rochester-based intranet web site resulting in improved internal communications and commendations for the group.
- Selected as subject-matter expert to train and support internal and customer users on Macintosh systems for both proprietary and commercial software applications.
- Pioneered the use of videotaping to train and develop employee population producing over 80 tapes of in-house technical presentations and received commendation for innovation and perseverance.
- Trained modules of a company-wide Total Quality Management (TQM) class and received commendation for successful delivery.

Engineering Specialist

1982 – 1985

Led software team in creation of smart terminal embedded and downloadable software. Coordinated design with out-of-state application developers. Software completed ahead of schedule, with high quality, and was adopted as foundation for other products.

SPERRY UNIVAC, DEFENSE SYSTEMS DIVISION, St. Paul, MN

1977 - 1982

Scientific Programmer

- Designed/implemented new user interface for navy computer using real-time embedded object-oriented code.
- Designed/developed new user interface and firmware for military intelligence terminal.
- Developed pipeline-style software for real-time I/O controller.
- Firmware architecture, design, implementation for various real-time micro and mini systems using in-circuit emulators (ICE)
- Top-secret clearance

BURROUGHS CORPORATION, Pittsburgh L.A. Financial, Pittsburgh, PA

1975 - 1977

Systems Representative

- Designed, implemented, and supported software for various financial applications.
- Provided customer/sales support for financial mini to medium systems.

COMPUTER EXPERIENCE SUMMARY

- **Environments:** Mac OS, UNIX, Windows
- **Software:** FileMaker Pro, Cinema 4D (C4D), Flash, Photoshop, Illustrator, Final Cut Pro, Soundtrack Pro, Microsoft Office suite, BBEdit, QuickBooks
- **Programming languages:** C++, C, HTML, object-oriented, various assembly languages

EDUCATION AND CAREER TRAINING

- **B.S. Computer Science**, Pennsylvania State University, St. College, PA, 1975
- GUI Screen Design, Conceptual Design, User Interfaces Specifications, Web Design, Cognitive Factors in Design, Usability Engineering Lifecycle
- Oracle Database Administration, SQL, SQL-Plus, PL/SQL
- Object-oriented design/programming, C++
- Dale Carnegie