

ERIC HIND, PMP, M.SC.

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SUMMARY

Seasoned Accessibility expert, UX researcher & manager with 20+ years' experience in the software industry in multiple roles. Subject matter expert in R&D shop for various Enterprise compliance applications. Offering a unique combination of managerial skills, subject expertise and positional perspective.

PROFESSIONAL EXPERIENCE

HCL

Technical Engineering Manager / QA Tester (Alphabet assignment)

March 2021 - PRESENT

- Evaluate Google Workspace applications for usability/accessibility
- Heuristic evaluation of builds/integrations

Jumping Elephants/Global Affairs Canada

UX and Accessibility Researcher

Dec 2019 – PRESENT

- Usability Subject Matter Expert. Create and provide heuristic UX evaluation (via Jakob Nielson principles) for client sites.
- Run remote usability sessions with clients and provide UX reports. Compare and contrast heuristic evaluation with usability reports. Provide short term/long term change recommendations to improve usability.
- Assess and evaluate page accessibility against Government of Canada standards (WCAG 2.0, "AA"). Provide front end remediation recommendations.

City Of Ottawa

Senior Accessibility Consultant

June 2018 – February 2021

- Ensured multiple City UX and AODA/Accessibility requirements were followed and aligned with City style guide for user experience (10+ projects).
- Redesigned front end user experiences for COTS client software via prototyping software such as Adobe XD and Sketch.
- Requirement analysis; existing and to-be. Create master requirement lists and traceability matrices.
- Assess and implement lightweight usability methodology

Applause

UX Researcher

April 2012 – November 2020

- Usability subject matter expert. Provide usability and user interface design/testing recommendations to clients based on qualitative and quantitative assessments via remote unmoderated surveys. Sample projects include;
 - Canadian Telecom mobile app expert review

- UK-based mobile health app usability survey and heuristic review
- UK-based department store iPad app expert review, usability survey and report.
- South African based employment agency evaluation of mobile and desktop recruitment applications;

OC Transpo

Technical Application Architect/Senior Web Multimedia Content Consultant

May 2017 – July 2018

- Assess software quality processes and implement incremental improvements
- Assess in-house compliance/quality software tool and recommend/implement changes
- Manage relationships with COTS vendors
- Web page design analysis for usability testing and iterative rebuilding, including HTML/CSS analysis

Citizenship and Immigration Canada

Senior Consultant, Project and Quality

March 2016 – April 2017

- Assess software process related to quality and automation and recommend short term improvements against testing process for COTS Siebel (.net and web based) applications
- Analyze compliance to WET/WCAG standards on desktop browsers

Bell Business Systems/Shared Services Canada

Accessibility Subject Matter Expert/Assessor

January 2016 – April 2016, January 2017 – May 2107.

- Ensure Bell projects are compliant to WCAG standards as required by Shared Service Canada.
- Assess and recommend improvements related to usability and accessibility for aspects of project as well as other upcoming projects.

DFAITD- Government of Canada

EICS II: Import/Export Control Migration Project

Senior Consultant

Sept 2015 – Dec 2015

Provided high level analysis of existing testing suite for COTS based Siebel/.NET based Import/Export Control Systems

- Worked with business analysts and leads to resolve business logic issues
- High level accessibility analysis

EDC Corporation Canada

Project Manager

May 2015 – July 2015

- Project Manager for BSD group at EDC (PMP certified)
- Managed by new Hybrid-Agile approach
- Created project schedule, plan and charter, as well as other mandatory project artifacts

City of Ottawa

BSTP/EPal Project

Business Transformation Architect & Test Lead (Test, Usability, Accessibility)/ Senior Web Multimedia Content Consultant

April 2014 – March 2015

- Conducted usability testing to fix UI issues based on target user assessment.

- Projects assessed and included as part of released portfolio of Service Ottawa include;
 - MyService Ottawa (portal)
 - MyService Ottawa (Water/Tax billing). Investigated by using interactive prototype designs to help define business requirements
 - In My Neighbourhood (GIS based, mobile and desktop point of interest service). Investigated by using interactive prototype designs to help define business requirements
 - Lansdowne (desktop/mobile)
 - City of Ottawa Spotlight (desktop)
 - EalVR phone system upgrade (workflow validation and user acceptance)
 - Music-on-hold City of Ottawa system upgrade (validation and user acceptance)
 - Mobile Service requests (mobile implementation of Service Request with geolocation). Investigated by using interactive prototype designs to help define business requirements
- Performed multiple iterations of usability assessment and testing for MyServiceOttawa portal as well as additional add-ons such as Water and Tax billing. Redesigned interfaced based on user feedback and created UI for new functionality as required.

HRSDC-Government of Canada, Homelessness Directorate

HIFIS Project

Consultant Tester III (Test and Accessibility)/ Senior Web Multimedia Content Consultant

Jan 2014 – April 2014, Jan 2015 – March 2015

- Performed functional gap analysis of HIFIS 3.8 feature set relative to new HIFIS 4.0 product
- Provided full accessibility and related usability analysis of HIFIS 4.0 beta (heuristic review)

EMC

Project Manager/Senior Quality Manager/ Senior Web Multimedia Content Consultant

March 2006 – March 2013 (7 years, 1 month)

- Perform regression, functional, integration, performance and accessibility testing as needed.
- Performed business process analysis of existing DOD5015.2, and new 5015.3, requirements to newer Documentum Records Manager product
- Provided on-demand usability testing, assessment and reporting of 3rd party integrations to EMC Documentum. Designed online user experiences by using web standards and best practices. Submitted UX changes to GOC and US Gov standards boards for approval.

Documentum

Project Manager/Business Analyst

May 2003 – February 2006 (2 years, 10 months)

- Provided on-demand usability testing, assessment and reporting of 3rd party integrations to Documentum. Provided UX architectural recommendations and change management.
- Provided project and quality testing on Business to Government requirements for developed COTS product under DOD5015.2

TrueArc/Provenance

Quality Assurance Analyst/Business Analyst

March 2001 – April 2003 (2 years, 2 months)

- Performed quality assurance and project manager duties for COTS ForeMost and TrueArc products including ensuring Business to Government validation of developed products under US DOD5015.2 certification standard
- Responsible for test plan creation, including master test plan, as well as system, regression, performance, internationalization and functional test plans

EDUCATION AND PROFESSIONAL DEVELOPMENT

M.Sc. Industrial and Organizational Psychology, Capella University, Minneapolis, Minnesota

BA Hons User Experience Psychology, Carleton University, Ottawa, Ontario

M.Sc Virtual Team Management (in progress), Brandeis University, Boston, Mass.

Project Management Professional certified (PMP), PMI ID 0000000070364234

Secret II Government Clearance (2015) File: 95796919-0001 732723, Exp. 2025-07-30

American Society for Quality member (software division) (2003-Present)

American Psychological Association, student member (2007-Present)

Society for Industrial and Organizational Psychology, student member (2007-Present)

Canadian Counselling and Psychotherapy Association: Member (2013)

MSCEIT Emotional Intelligence Certification to Assess (2013)

EQ-I 2.0, EQ360 Emotional Intelligence Certification to Assess (2013)

Six Sigma Green Belt (2007)

Microsoft Certified Systems Engineer (2003)

ITIL Foundation (Sept 2013)

CPAAC: Certified Professional in Accessibility Core Competencies (2016)

Interaction Design Foundation: Certificate in Gestalt Psychology and Web Design (2016)

Accredited Software Test Automator Certification (2015): License 38820413534529

Accredited Software Test Manager Certification (2015): License 2128045070173

Accredited Software Tester Certification (2015): License 99241372761316

Quality Management Systems Diploma (ALISON): 2015

JAWS Professional Certification (2019)

NVDA Certification (2019)