

Creative, forward-looking individual with

- a passion for design of “products that understand people®”
- extensive experience in the development and evaluation of user interfaces for a variety of applications (ranging from large scale telecommunications applications to PC based professional productivity applications)
- broad software development and prototyping experience on Windows (95/98 and NT) and Macintosh platforms.
- successful track record in identifying, de-risking and developing new products for the telecommunications industry using advanced methods of user centered design and opportunity evaluation
- excellent analytical skills, capable of getting straight to the core of any product development issue
- very strong customer focus.

## Employment History

Convergent Design Inc. (September 1995 - now)

### *Principal Designer and co-owner*

- Principal consultant with major contract responsibilities in the US and Canadian (telecommunications) industry
- Responsible for the management of a successful consulting business
- Extensive experience in the design and (usability) evaluation of user interfaces for, among others, telecommunications applications. This experience ranges from the capturing of initial product requirements to developing operational simulations of user interfaces for purposes of usability evaluation and gathering of marketing information from customers
- Developed a commercial 30K lines (Windows 95/NT) software package for facility management professionals to evaluate user (=building occupant) needs against building features

Bell Northern Research\* (July 1982 - August 1995)

### *Senior Product Design Manager (May 1992- August 1995)*

- Accountable for all User Interface Design and Evaluation activities related to Operations, Administration, Maintenance, and Provisioning (OAM&P) of Nortel network products in Nortel Network's Corporate Design Group (CDG)
- Managed the activities of a large group of user interface design professionals in Canada and the United Kingdom. The work of this group focused on identification of new product opportunities in the area of Network Management (resource and service management) and Network Element Management

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\* the former R&D subsidiary of Nortel Networks (formerly Northern Telecom)

### *Manager - Network User Interface (March 1990 - April 1992)*

- Managed a group of user interface designers working on innovative product designs for Nortel's FiberWorld OAM&P products
- Responsible for de-risking new product opportunity (Automated Directory Assistance System, ADAS) for the Telephone Operators Position (TOPS) program.

### *Manager - Strategic CPE User Interface (July 1986 - April 1990)*

- Responsible for user-driven identification and evaluation of opportunities, and user interface design, for Nortel's Customer Premises Equipment (CPE), such as Norstar and Meridian-1
- Pioneered creative, new terminal concepts for professional and business users - concepts which are still valid for today's products (e.g. M1 "mini console", and Norstar)

### *Member of Scientific Staff (July 1982 - July 1986)*

- Responsible for software user interface design for a variety of Nortel's products (e.g. ISDN phone, PC based products, and screen based telephony)
- Took leading role in the definition and detailed design and customer centered evaluation of Nortel's Toll Operator Position System (TOPS-MP)

## Utrecht University, The Netherlands (1976 - 1982)

### *Assistant Professor, and Consultant*

- Responsible for post graduate teaching and research program in applied psychology, with particular emphasis on applications of computer science
- Broad range of consultanting experience in process control applications including chemical, petro-chemical, and nuclear.

## Education

- Drs (1976), Doctoral degree, Utrecht University, The Netherlands  
Applied and experimental psychology, with minors in computer science and mathematical statistics
- B.Sc. (1972), Utrecht University, The Netherlands  
Applied Psychology

## Skills

- Proven ability and extensive experience in working with customers to identify their current and future product requirements using rapid prototyping on PC and Mac platforms for purposes of concept visualization and validation
- Extensive software skills to "visualize" identified requirements into operational User Interface simulations using a variety of development platforms and programming languages
- Experience in all phases of the product development process, and a proven ability to effectively communicate User Interface Design issues across all organizational layers and groups
- Proven ability to run a successful business, and to apply these skill to the benefit of his clients

## Publications and Patents

- List of publications available on request
- Holder of patent for TOPS-MP keyboard design
- Recipient of 1987, 1988, and 1991 Nortel Awards of Excellence.

## Personal Information

Date of Birth: March 16, 1951, The Netherlands  
Citizenship: Canadian  
Marital Status: Married to Annelie de Wilde. 2 children  
Languages: Fluent in English and Dutch, effective in German, working knowledge of French  
References: Available upon request  
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