

Nagarajan Gopalan

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OBJECTIVE

Seeking a position involving design, development and management of Web based systems for delivery of information and services that will utilize my strong problem solving and strategic planning skills, extensive knowledge of Internet technologies and unique background in design/usability.

PROFILE

- Self motivated, creative and flexible professional with over 10 years of experience, including 8+ years in Web application design/development and management. Proven ability to deliver innovative solutions leading to considerable cost reduction and improvement in efficiency.
- Successful track record in cross-browser, cross-platform application development. Demonstrated ability to understand the big picture, think outside the box and execute solutions that meet both organizational goals and user needs.
- Unique background in engineering and design, well versed in user centered design and human factors. Skills include user needs assessment, product strategy development, information architecture, interface/interaction design, prototyping, accessibility evaluation and usability testing.
- Strong work ethic combined with a commitment to excellence in all projects undertaken. Solid and effective oral/written communication skills. Excellent project management and inter-personal skills. Proven ability to work effectively in cross-functional teams.

TECHNICAL PROFICIENCIES**Languages**

Visual Basic, TCL, PERL, SQL.

Development Platforms

.Net Framework, Active Server Pages (ASP), Vignette.

Databases

SQL Server, Filemaker.

Operating Systems

Windows, MacOS, UNIX.

Web Technologies

HTML, XHTML, XML, CSS, JavaScript, Shockwave, Flash.

Programming/Authoring

Visual Studio .Net, Visual SourceSafe, Homesite, Dreamweaver.

Graphics

Photoshop, Fireworks, Illustrator, Freehand.

Multimedia and Video Editing

Shockwave, Flash, Director, Premiere, Media Suite Pro.

Publishing and Presentation

Pagemaker, Word, PowerPoint, Excel.

PROFESSIONAL EXPERIENCE**The Ohio State University (Eisenhower National Clearinghouse), Columbus, Ohio
Systems Developer, 1996-Present**

Responsibilities include developing and maintaining content management and content delivery applications; multimedia development and digital video production; coordinating CD-ROM production; monitoring technology trends, assessing technology needs and making recommendations on technology investments; developing information architecture and navigation models; user needs assessment, product strategy development, interface/interaction design, prototyping and usability testing.

Selected achievements:

- Initiated proposal for a content management system. The resulting investment in the Vignette platform created significant organizational efficiencies by allowing developers to focus on creating tools rather than marking up content and by empowering editorial staff to create and publish content on their own.
- Developed information architecture and navigation scheme for ENC's Web site. Implemented content delivery scheme that permits easy reuse of content in different contexts and allows automated migration of legacy content.
- Adapted Vignette (primarily an online content management/delivery system) to extend its capabilities to generating HTML based CD-ROMs. This speeded up development and allowed content developed for CD-ROM based delivery to be ported easily for online use and vice-versa.

- Enhanced search experience by developing curriculum resources and site searches powered by Autonomy. This involved conceiving and implementing a result weighting algorithm that significantly improved the relevance of search results to address shortcomings revealed by testing based on real-life user searches.
- Transformed process of updating information published in ENC's Guidebook of Federal Resources by creating an extranet application to allow program contacts across the country to review and update information. By replacing a labor intensive phone based update process this resulted in significant savings of staff time.
- Formulated system of "immortal" URLs designed to survive site reorganizations. Use of these in catalog records and in online documents eliminated the need for time consuming updating of links every time parts of the site are reorganized or changed.

**The Design Nucleus Madras, India
Partner, 1993-1994**

Co-founded and managed design consultancy offering services in product design and visual communication design.

**Enfield India Limited Madras, India
Senior Manager, 1991-1993**

Product planning, design, budgeting and systems management for manufacturer of motorcycles.

**Bajaj Auto Limited Pune, India
Senior Engineer, 1988-1991**

Product conceptualization and design for manufacturer of Kawasaki motorcycles, Vespa scooters & three wheelers.

ACADEMIC BACKGROUND

The Ohio State University Columbus, Ohio

Master of Arts in Industrial Design with emphasis on Design Development.

Indian Institute of Technology Bombay, India

Master of Design in Industrial Design.

Indian Institute of Technology Madras, India

Bachelor of Technology in Mechanical Engineering.

CONTINUING EDUCATION

Publishing on the Web

Workshop conducted by Stanford University

Practical Usability Evaluation

Workshop organized by BuckCHI, the Central Ohio (Columbus) Chapter of ACM SIGCHI

"Creative Problem Solving: Management of Agreement" and "Managing Multiple Priorities"

Seminars by OSU School of Public Policy and Management

ACHIEVEMENTS & PROFESSIONAL AFFILIATIONS

Using the Web to Teach International Business

Presentations at teaching pedagogy conferences at The Ohio State University and Indiana University.

NAU/web97: Conference on Web Based Education

Presented paper titled "A Natural Marriage: Incorporating the World Wide Web into the Teaching of International Business" at Northern Arizona University.

Association for Computing Machinery (ACM)

ACM Special Interest Group on Computer-Human Interaction (SIGCHI).

BuckCHI, the Central Ohio (Columbus) Chapter of ACM SIGCHI.

The Honor Society of Phi Kappa Phi

REFERENCES AVAILABLE ON REQUEST
