



Ben Boyle, Multimedia developer
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Benjamin S BOYLE, Multimedia developer

*Multimedia developer interested in **creative** and **technical challenges** in interactive design to develop **useful** and **innovative** solutions to support the needs of real people.*

Qualifications and career manifesto

Educated professional with ten+ years' commercial experience in web design, development and maintenance for web sites and applications. Demonstrated expertise in web standards and technologies, usability and accessibility guidelines and principles of interactive design from conception, through design, specification, development, ongoing operational maintenance and support. Keen interest in user interface design and development, human computer interaction, universal design and accessibility.

Proven ability to analyse client needs and negotiate a quality solution, on time and within available resources. Able to produce quality work autonomously or as part of a team—as participant, specialist or team leader. Always performs to the highest quality standards. Proven ability to master new skills as required on the job.

Looking for opportunities to expand horizons and learn new skills, to work as part of a team with enthusiastic and motivated peers. Ideally working for an organisation determined to improve the quality, usability and utility of interactive media.

Dedicated, keen worker with a good sense of humour.

Career history

- **User Interface Specialist**, Smart Service Queensland (2008–present)
- Business Analyst — Technical, Smart Service Queensland (2007–2008)
- Web Usability Officer, Department of Communities (2005–2007)
- Principal Project Officer, Department of Child Safety (Sept–Oct 2006)
- Information Architecture Officer, Department of Education and the Arts (2000–2004)
- Web / e-commerce developer, Squirrel Internet / Jumbomall.com (1998–2000)
- **Bachelor of Multimedia**, Griffith University (1996–1998).

Contact details

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A little about Ben Boyle

- Date of birth: 11 August 1976.
- Location: Upper Caboolture, Queensland, Australia.
- Family: Married; stepson (1993); son (2002); two daughters (2005 and 2007).
- Hobbies: Creative writing, sketching, multiplayer games, web and Internet trends.
- Interests: Speculative fiction, TV, DVD, films; Internet, web and new technology.



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Summary of technology expertise, skills and tools

Table 1: Expertise

Skill	Duration	Recent	Self rating
Web usability and user interface (UI) design	10+ years	2009	Expert
Information architecture	10+ years	2009	Expert
Web accessibility	9+ years	2009	Expert
Persistent URI management	9+ years	2009	Expert
Team leadership, mentoring and skills transfer	10 years	2008	Advanced
Data modelling and information design	10+ years	2008	Advanced
Consultation, analysis and negotiation	9 years	2007	Advanced
Metadata (AGLS, Dublin Core, classification)	9+ years	2009	Advanced
CGI programming methodologies	10+ years	2009	Advanced
Web content management implementation	4 years	2004	Advanced

Table 2: Technology skills

Skill	Duration	Recent	Self rating
HTML and XHTML (valid, accessible, optimised)	10+ years	2009	Expert
Cascading Style Sheets (CSS)	10+ years	2009	Expert
Javascript, ECMAScript, AJAX	10+ years	2009	Expert
Javascript libraries (example: jquery)	4 years	2009	Advanced
DOM, XML, DTDs, XSLT, XPath	8 years	2009	Expert
Perl programming (OOP, DBI, regex, general)	9 years	2007	Advanced
SQL database queries	6 years	2004	Advanced

Table 3: Tools and processes

Skill	Duration	Recent	Self rating
Firebug, Firefox, Opera, IE8, web QA tools	4 years	2009	Advanced
Graphic design (2D)	10+ years	2009	Advanced
Selenium and YUI testing frameworks	1+ years	2009	Advanced
Apache web server (website configuration)	9 years	2008	Advanced
Microsoft Office (Excel, Word, Outlook, Visio)	10+ years	2008	Advanced
Agile software development methodology	1+ years	2009	Competent
Test driven development	1+ years	2009	Competent
PRINCE2 project management methodology	1 year	2008	Competent
Interwoven TeamSite 5.5.2 configuration	2 years	2004	Advanced



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Achievements — career highlights

Design and implement quality online services for Smart Service Queensland

I designed and implemented the user interface — web pages, application screens, emails and PDF documents — for Smart Service Queensland's Online Payment Services (OPS), and the service that integrate with this payment facility: Right to Information (RTI), Stocked Impoundment Permits (SIPs) and the Premier's Disaster Relief Appeal. This work followed user-centred design methodologies through development of wireframes and prototypes and regular usability testing every two weeks.

Implementation was aligned with agile software development and PRINCE2 project management methodologies. I was instrumental in the coordination of work between graphic designers, agency client stakeholders, software developers, testing staff and project managers. The delivered interface is of exemplary quality, following contemporary best practice in web design, usability, accessibility, application design and security. All projects were delivered within budget ahead of schedule.

Web design for a consistent user experience across Queensland Government

I participated in the Queensland Government gateway redevelopment project as a representative of Education Queensland and an expert consultant on web issues, specifically: design, navigation, usability and accessibility. I was a member of a small cross agency team that coded the final release of the CUE templates in HTML/CSS for use in all Queensland Government agency web sites, and continue to be an active member of the Template group. In 2008–09 I implemented automated compliance checks, and XSLT based builds in order to maintain a single source whilst producing template variants (HTML and XHTML, with various layouts) as required by agency clients.

I chair the Applications subgroup, establishing networks between application developers and web designers and producing a set of guidelines and resources to support modern, accessible, user interfaces for web applications based on industry best practice. This group had major involvement in the development of the CUE for Transactions standard — expanding the Consistent User Experience to encompass web application development and smart forms.

Quality assurance process improvement for effective web publishing

In my role as Web Usability Officer I undertook manual quality control checking over all web publishing jobs. I developed automated tools to assist developers in testing for compliance using a custom user script and style sheet implemented in the Opera web browser, improving the efficiency and consistency of quality control checking. Extensions to Dreamweaver were developed to automatically fix common coding issues.

Research, design and development of web publishing components

As Web Usability Officer, I introduced improvements to the Communities and Disability Services Queensland websites through incremental design enhancements (achievable with the limited resources available in this high volume environment). Regular maintenance was fused with an iterative design cycle to achieve this. I worked closely with web developers and negotiated with stakeholders in marketing and business areas to achieve mutually beneficial results.



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Upgrade of KIT (Knowledge Integration Tool)

I provided key support in the planning and testing of the upgrade of Smart Service Queensland's Knowledge Integration Tool (KIT) — a key business application supporting two call centres in the delivery of all services via the phone channel, including general enquiries (13 13 04), 24x7 health services (13 HEALTH), SES referrals and more. Activities involved running product-based planning according to PRINCE2, defining the product flow (which informs the project schedule), organising and collating system and user testing.

Usability review of QFinder application for Queensland Health

I undertook a usability review of the QFinder application — a web-based screens directory / knowledge base of service providers within the human services cluster, used to support public access and service delivery via the phone for on 13 HEALTH, homelessness support and general enquiries. My involvement began from volunteering to undertake a usability review to determine the best return on investment of surplus funds available for system improvements. My involvement in UAT discovered additional accessibility issues within the application, resulting in a major rework of the user interface in order to meet the Web Content Accessibility Guidelines, a requirement of Queensland Government's Information Standard 26 — Internet.

Web content management system implementation for Education Queensland

A Queensland Government tender for web content management selected Interwoven TeamSite. I was involved in a pilot of this system (TeamSite 5.5.1) in Q2 2002. I was lead architect for CMS development.

A framework was developed to ensure continued development of the system would support growth, whilst remaining sustainable by a small development team. Templates and workflows ensure business were developed with high usability as the goal, allowing authors to can easily manage content without requiring advanced web publishing skills in a quality assured environment. Automated processes were developed to expedite import and conversion of content and data from the existing production web environments.

XML based content management solutions for Department of Communities

In 2007 I worked closely with another developer to implement XML based services for the department of Communities recordkeeping thesaurus (intranet), Seniors Week events calendar (Internet) and persistent URL handler. These solutions repurposed XML data for presentation as web pages, feeds for subscription, metadata based searching and filtering. These solutions were achieved without the need for significant investment in technology acquisition and implementation, which was not possible at that time.

Persistent URL management for Queensland Government

I identified and managed the setup of canonical hostnames for Communities and DSQ public websites, and collaborated on the implementation of a 404 error handler that reports on redirected and permanently removed resources.

I investigated and developed standards to ensure URLs on EQ's website are persistent, accurate and concise; supportive of deep linking, search engines, bookmarks and cross media campaigns (e.g. television and print publishing).



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Employment history

User Interface Developer (AO6)

April 2008 – present

Online Service Integration, Solutions Delivery Branch,
Smart Service Queensland (Department of Public Works)

Duties:

- Implementation of the user interface for online services: Right to Information (RTI), Stocked Impoundment Permits (SIPs) and the Premier's Disaster Relief Appeal.
- Design of wireframes and prototypes for SSQ's online payment service (OPS)
- Development of quality front-end code in a Struts2, Sitemesh and Freemarker environment, including all HTML, CSS and javascript UI code.
- Design of electronic deliverables — PDF documents — for receipts, invoices and permits, including optimisation for online delivery, accessibility and metadata.
- Optimising UI code and server configuration for high performance delivery, test driven development utilising selenium for UI interaction and testing, quality assurance and exploratory testing of system during development.
- Integration of user-centered design (UCD) with agile software development and PRINCE2 project management processes.
- Collaboration, support and coordination of peers across production disciplines from marketing, graphic and UI design, web development, Java and .Net development, business and technical support.

Business Analyst — Technical (AO7)

July 2007 – March 2008 (team roles changed in April 2008)

Project Support, Service Integration Branch,
Smart Service Queensland (Department of Communities)

Duties:

- Analysis and planning supporting technical aspects of service integration projects:
 - Key support in the KIT4 upgrade project to coordinate product-based planning and testing activities.
 - Usability review and quality assurance of QFinder enhancements.
 - Capturing and defining technical support arrangements to support the operational launch of new services, including configuration management and inclusion of support information in Service Delivery Agreements (SDAs).
- Research on technical topics:
 - Investigate data capture solutions for phone channel.
 - Impact analysis of the changes to Local Government Area boundaries and its use within the SES referral phone service.



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Web Usability Officer (AO6)

February 2005 – July 2007 (seconded to Smart Service Queensland).

Online Services unit, Information Management Branch,
Department of Communities and Disability Services Queensland (Queensland Government)

Duties:

- Establishment and improvement of efficient quality assurance practices:
 - implemented automated quality control checks in Opera browser
 - performed manual quality checking on all jobs to induct new staff and improve awareness and understanding of web and publishing standards within team
 - champion implementation of internal wiki for knowledge sharing, development of publishing guidelines and repository of source code (HTML and CSS)
 - extend Dreamweaver functionality with scripts to automate detection and correction of common quality issues
 - undertake initial planning on large development jobs
 - mediate solutions between clients and developers.
- Improve usability of departmental Internet, intranet and campaign websites:
 - design online magazines to match print counterparts
 - feature current initiatives on departmental home page (Internet)
 - create task pages around forms and procedures
 - create cover pages for documents to support cross-linking
 - implement canonical host names and HTTP error handling.
- Lead expert on web standards:
 - support for 5–10 web developers within unit
 - advice to external developers and project teams.
- Participation as expert consultant:
 - Consistent User Experience group
 - Chair of CUE Applications subgroup
 - CUE Template group
 - relieving manager as Web Steering Committee member.
- Management responsibilities:
 - participant in recruitment and selection panels.



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Principal Project Officer (A07)

September–October 2006 (10 week project)

Online Services, Information Services
Department of Child Safety (Queensland Government)

A 10 week project to scope and plan online materials supporting prospective adoptive parent education. I identified that materials proposed to be used were in breach of author copyrights, and it was determined by the client that all source material required complete review and redevelopment. The project scope was changed to investigate the relationship between public information and protected education materials; and explored technical methods for reusing and framing of content to improve the user experience, presenting either a general information or guided learning experience.

Information Architecture Officer (PO3)

May 2002 – February 2005 (awarded Web Usability Officer position in Communities)

July 2000 – May 2002 (Contractor with Diversiti)

Web Management Services, Information Management Services,
Department of Education and the Arts (Queensland Government)

Duties:

- Technical lead for implementation and development of content management platform:
 - development of templates and workflows in Interwoven TeamSite 5.5.2
 - development of file and database deployments in OpenDeploy/DataDeploy 5.6
 - implementation of branch structure, virtualisation and content import process
 - first level technical support; coordinator of all support requests;
 - testing and review of CMS pilot project.
- Lead expert on web standards:
 - audit of Internet and Intranet (24,000 documents) for accessibility compliance
 - support for 10–20 web developers and 5–10 application developers.
- Planning and specification for ongoing maintenance of web applications:
 - client needs analysis, planning and specifications
 - planning for migration from Oracle PL/SQL to Microsoft.NET
 - design and development of .NET framework web controls
 - search script, interfaces and regular monitoring
 - phone directory (staff contacts / knowledge management repository)
 - document cataloguing system.
- Participation as expert consultant:
 - Consistent User Experience group
 - Government Users of Interwoven Technical group.



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Web / E-commerce developer

November 1998 – June 2000 (company downsized in wake of dotcom crash)
February 1998 – November 1998 (part time whilst studying at Griffith University)
Squirrel Internet, Jumbomall.com (spin-off)

Duties:

- Design, development and maintenance of Jumbomall shopping portal
- Design, development and maintenance of Jumbostore commerce system (“Wizard”)
- Database design and development supporting 1,500 stores and 30,000 products
- Overseeing team of 5–10 developers
- Technical support on Jumbostore system via email, phone and in person consultation
- Consultation with clients and account managers on web design and development
- Design and development of websites, including:
 - National and Queensland Returned and Services League of Australia [RSL]
 - Queensland Bed & Breakfast Association
 - Boystown Lotteries
 - E-commerce sites for small business.

Part-time employment during university studies (1995–1999)

Database developer

1996–1999 (part time)
Queensland Geotechnical Services.

Duties:

- Developed job and customer management database system to client specification.

Java developer

1995–1997 (part time)
School of Computing and Information Technology, Griffith University.

Duties:

- Developed instructional java applets for use in the subject *Human-Computer Interaction*.