



**Ben Boyle**, Multimedia developer  
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## Benjamin S BOYLE, Multimedia developer

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*I am interested in **creative** and **technical challenges** in interactive design to develop **useful** and **innovative** solutions that make life simpler for people.*

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### A little about Ben Boyle

I am a professional front-end developer with over 15 years experience in the design and development of websites and applications. I am particularly interested in universal design (utility and usability) and making things work.

I have been working for the Queensland Government since 2000 in roles from web development, usability consulting, content management system administration, forms design, user experience design and more. I learnt agile development in 2008 with a small development team coached by peers from ThoughtWorks.

I love to share and learn—I mentor students online (as a Thinkful mentor), am studying character animation with AnimationMentor and teaching myself modern web development (Angular and WebGL) and bass guitar. I still have time for my family :)

I enjoy my job but am interested in opportunities to learn new skills from enthusiastic and motivated peers. I want to advance my technical expertise—not middle management.

I am an experienced remote worker, working from home 2 days a week for Queensland Government (since 2011) and mentoring international students online with Thinkful.

My next job will stretch my skills in full-stack development (MEAN maybe) and rich media (combining art, animation and interaction) and produces real value for the world. We work remotely because we are so excited by the possibility of working together our geographic proximity is of little importance. Let's create!

- Date of birth: 11 August 1976.
- Location: Upper Caboolture, Queensland, Australia.
- Family: Married with family (adult stepson, son and 2 daughters in school).
- Hobbies: Gaming, animation, exploring new web trends, sketching, bass guitar.
- LinkedIn: <http://www.linkedin.com/in/benboyle>
- Github: <https://github.com/bboyle/>
- UI folio: <http://flic.kr/s/aHsjyLLK7R>
- Websites: <http://ultimate.benboyle.id.au/>
- Animation: <https://vimeo.com/bboyle>

You can find me on twitter, linkedin, facebook or in a game online if you want to know more.



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## Summary of professional expertise, skills and tools

**Table 1: Expertise**

Skill	Duration	Recent	Self rating
Web usability and user interface (UI) design	17 years	2015	Expert
Web accessibility	15 years	2015	Expert
Information architecture	17 years	2015	Expert
Team leadership, mentoring and skills transfer	17 years	2015	Expert
User-centred design methodology and practices	17 years	2015	Advanced
Information design and data modelling	17 years	2015	Advanced
Consultation, analysis and negotiation	17 years	2015	Advanced
Metadata (AGLS, Dublin Core, microformats)	14 years	2015	Advanced
Content management (production processes)	12 years	2015	Advanced
Quality assurance and testing	9 years	2017	Advanced
Agile software development methodology	7 years	2014	Advanced
PRINCE2 project management methodology	1 year	2008	Competent

**Table 2: Languages**

Skill	Duration	Recent	Self rating
HTML, XHTML and HTML5 (accessible, optimised)	17 years	2015	Expert
Cascading Style Sheets (CSS) including CSS3	16 years	2015	Expert
JavaScript (DOM and Node, lint, idiomatic.js, TDD)	15 years	2015	Expert
Javascript libraries (jQuery, YUI)	8 years	2015	Expert
Front-end MV*/SPA (custom, AngularJS, Polymer)	1 year	2015	Learning
Server-side UI: Node, PHP, Struts2 w/freemarker, etc.	7 years	2014	Advanced
DOM, XML, XSLT, XPath, SVG, XForms	11 years	2014	Expert
Perl programming (OOP, DBI, regex, general), SQL	9 years	2007	Advanced

**Table 3: Tools**

Skill	Duration	Recent	Self rating
Browser debugging (dev tools, firebug, devices)	7 years	2015	Expert
Front-end workflow/build tools (grunt, npm, git, svn)	7 years	2015	Expert
Prototyping: paper, Chrome extensions, apps	5 years	2015	Expert
Qunit, Casper, Cucumber, WATIR, Selenium testing	7 years	2015	Advanced
Autodesk Maya (animation, basic modelling)	1+ year	2015	Competent



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## Current activities

- **Technical Accessibility Specialist**, AccessibilityOz (July 2015 ongoing)
- **Front-end developer**, Artella (July 2015 ongoing)
- **MDN fellow—Test the Web Forward**, Mozilla (July–August 2015)
- **Mentor (Front-end web development)**, Thinkful (June 2013 ongoing)
- Student (Character animation), AnimationMentor (July 2014 ongoing)
- Freelance

### Technical Accessibility Specialist

July 2015 ongoing (full-time remote)

Technical Team, AccessibilityOz

- Maintenance and management of all in-house Accessibility tools supporting audit work; including but not limited to: OzART, OzWiki, OzIMP
- Programming support and development of both in-house applications and managed services.
- Research and development of existing and future products.

### Front-end developer

July 2015 ongoing (casual remote)

Implement user-interface for Artella.com. CSS, angular + angular-ui (bootstrap), SVG icons.

### MDN fellow—Test The Web Forward

July–August 2015 (1-day per week, 7 weeks)

Testing web standards (HTML5 APIs) and preparing curriculum materials to help others get involved with the TestTheWebForward initiative and Mozilla Developer Network (MDN).

<https://blog.mozilla.org/community/2015/05/14/mdnfellowsannouncement/>

### Mentor (Front-end web development)

June 2013 ongoing (casual work, 3 evenings per week)

Providing one-on-one mentoring for students studying front-end web development at Thinkful. Mentoring is face-to-face via google hangouts with students from all over the world (Australia, United States, Canada, England, South Korea, Latvia and more). Consistently rated a top mentor!

### Student (Character animation)

July 2014 ongoing (one afternoon lecture per week, after hours and weekend projects)

Studying character animation at Animation Mentor. Completed Animation Basics (Q3 2014), Body Mechanics (Q4 2014) and Advanced Body Mechanics (Q1 2015). I was recognised as student of the week during March 2015 for my effort giving feedback to peers on campus.

Demo reel: <https://vimeo.com/bboyle>

I originally dreamed of being an animator and began studying it at University in 1994 before getting interested in web development. Excited to be learning anew! Watch this space.



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## **Career highlights**

### **HTML Working Group self-invited expert (2009–2011)**

I participated in the W3C HTML Working Group as a 'self-invited expert' (individual) member from March 2009 to February 2011. I provided feedback on specifications, promoting the priorities for authors particularly in relation to semantic and accessible markup authoring techniques. My valued contributions were recognised in the HTML5 acknowledgements.

### **Web design and development for Queensland Government (2001–2015)**

I was the **lead front-end developer for the Queensland Government** website ([www.qld.gov.au](http://www.qld.gov.au)) and managed all changes to core stylesheets, scripts and HTML patterns. Changes were released on a 4-week cycle with a 2-week testing window.

In June 2014 we released a 'visual refresh'—a new look and feel implemented with the existing template and **simultaneously launched on 12 separate websites and applications** (including the main [www.qld.gov.au](http://www.qld.gov.au) site, SmartJobs portal, payment API, open data portal, historical birth records search, seniors card applications, and many more).

I developed a **single-page application (SPA) template for map pages** that allows content authors to create dynamic pages by editing a simple HTML template and publishing CSV data to the open data portal. Under the hood this template implements AJAX loading, CSS3 transitions, mapping and browser history support—what you would typically only see in a front-end framework such as AngularJS.

I developed an **innovative 'form builder'**: a browser-based interactive editor that allows authors to preview and build complex government forms in minutes. Forms support HTML5 validation, progressive disclosure and WCAG2 AA compliant accessibility. The mockup can be exported in HTML and published through any CMS. **Over 100 services have been published** using this tool.

I was the user interface lead in the **SmartJobs redevelopment** (2012) project, developing a live prototype using a custom Chrome extension to reskin the job search and application process for participants in our usability lab. I also advised the vendor on quality requirements including HTML for templates (not JavaScript) and mandatory accessibility for web forms.

I used **rapid prototyping with a Sinatra web app** to develop the interaction flow for the baby capsule hire service (2011). My prototype was the template for implementation and used for training call centre staff while the production system was in parallel development. This service reduced call centre traffic and costs for the client (Queensland Ambulance Service).

During 2008–09 I designed and implemented the user interfaces—web pages, application screens, emails and PDF documents—for **Smart Service Queensland's Online Payment Services**, and the services that integrate with this payment facility. This work followed user-centred design methodologies through development of wireframes and prototypes and included regular usability testing every two weeks.

I chaired the Applications subgroup (2005–2008), establishing networks between application developers and web designers. We produced a set of guidelines and resources to support modern, accessible, user interfaces for web applications based on industry best practice.

I participated in the Queensland Government gateway redevelopment project (2001) that led to the **creation of the Consistent User Experience (CUE) standard**. I was a member of a small cross agency team that coded the original release of the CUE template in 2001 which delivered cutting edge accessibility through its use of CSS layouts (No tables! In 2001!)



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### **Quality assurance process improvement for web publishing (2005–2015)**

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.

All editors contributing content to [www.qld.gov.au](http://www.qld.gov.au) use a quality control tool that I developed, running automated checks (implemented as QUnit tests in a Chrome extension) on web pages to check for editorial quality—reporting common misspellings, passive voice, incorrect number formats and more.

### **XML based content management solutions (2006–2007)**

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 re-purposed XML data for presentation as web pages, (atom) 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.

### **Web content management system implementation (2001–2004)**

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 2002. I was lead architect for CMS development during the pilot and implementation phases.

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.

### **E-commerce site development**

At Jumbomall.com (1999–2000) I worked on the Jumbomall online shopping mall, including design and development of the 'store' (client portal for managing stores and products) and 'pay' (secure merchant portal) portals. I was heavily involved in the full-stack including design and implementation of the postgres database backend, perl backend scripts, front-end UI and much 'jumbo-themed' artwork (think 'Star Wars elephants' and more).



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## **Appendix 1: Complete employment history (1998–2015)**

tl;dr? I think so—but if you're interested in my full career history here is the list.

### **Project consultant/online developer (AO7)**

April–June 2015 (full time, working from home primarily with weekly showcases onsite)

Department of Justice and Attorney-General (Queensland Government)

Design, prototype and develop a single-page application for customers to discover alternative pathways to dispute resolution. Prototype developed in AngularJS. Data design (utilising Queensland Government's open data portal), content management approach, custom metadata scraping (casperjs). Weekly showcases to clients from Dispute Resolution Branch, QCAT, Body Corporate, Legal Assistance Services and Magistrates Court Services. Pilot to be launched.

### **User Interface Specialist (AO6)**

January 2011 – March 2015; full time work from home 2 days/week; left to find new challenge UI team, Self Service branch, Smart Service Queensland (Queensland Government)

- Front-end developer for the Queensland Government [qld.gov.au](http://qld.gov.au) product (formerly 'Single Website Experience' program).
- Developed form styles and validation meeting our high editorial and usability standards whilst based on standard HTML5 markup—delivering straightforward integration for third party developers.
- Innovative authoring solutions for content authors (editors, limited to medium coding skills) to publish modern pages with charts, maps, forms (including progressive disclosure and HTML5 validation) and more, using custom single-page applications (SPAs) and borrowing from framework tools (angular, react, routie, handlebars).
- Introduced a 4-week product release cycle including a 2-week integration testing window for changes to core style sheets and JavaScript files shared across multiple websites and web applications.
- UI skinning of third-party applications, including SmartJobs—Queensland Government jobs portal. Developed custom browser extensions allowing test participants in our usability lab to interact with the live site through our new designs.

### **Principal Web Content Editor — Technical (AO7)**

Part-time June–July 2010; full-time August–December 2010 (left on project completion)

Disability Online project, Department of Communities (Queensland Government)

- Technical expert in 5 person team (project manager, principal editor, 2 editors)
- Design and development of the 'franchise' information architecture through research analysis, card sorting, facilitated and remote user testing.
- Specification and testing of the WCMS implementation. Content was authored in the department's WCMS and deployed to [www.qld.gov.au](http://www.qld.gov.au) (managed by Smart Service Queensland). Required a thorough understanding of two very different hosting environments and standardised HTML, SSIs and AGLS metadata.



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## **Principal Information Management Officer (AO7)**

Part-time (3 days a week, job share) from February–July 2010

Business Innovation and Web Services, Department of Communities (Queensland Government)

- Team Lead for Service Improvement and Performance Team made of Senior Web Usability Officer (AO6), Web Usability Officer (AO5), Resource Discovery Officer (AO5) and Web Developer—Analytics (AO5).
- Department representative for the Online Advisory Group (web managers across Queensland Government) and Single Website Experience program.

## **User Interface Developer (AO6)**

April 2008 – April 2010 (left on part-time secondment to Department of Communities)

Online Enabling Solutions, Smart Service Queensland (Queensland Government)

- Implementation of the user interface for online services and payments: e.g. Right to Information (RTI), permits, licence renewals and donations.
- Design of electronic deliverables (PDF documents) for receipts, invoices and permits.
- Design for e-commerce applications including checkout processes, credit card forms, a 'minicart' component embedded in external websites. Complies with ATO guidelines for invoices and ABNs, brand guidelines for credit card acceptance marks.
- Integration of user-centered design (UCD), agile software development and PRINCE2 project management methodologies.
- Collaboration with 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 (Queensland Government)

- Technical analysis of service integration projects: KIT4 (call centre software) upgrade project product-based planning and testing coordination; usability review of QFinder enhancements; including configuration management and technical support information in Service Delivery Agreements (SDAs).
- Research on technical topics including data capture solutions for phone channel and 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 (left on secondment to Smart Service Queensland).

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

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

## **Principal Project Officer (AO7)**

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.



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### **Information Architecture Officer (PO3)**

June 2000 – February 2005 (left when awarded Web Usability Officer position in Communities)

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

- 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.

### **Web / E-commerce developer**

November 1998 – June 2000 (left when company downsized in wake of dotcom crash)

February 1998 – November 1998 (part-time whilst studying at Griffith University)

Squirrel Internet, Jumbomall.com (spin-off)

- 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.