

Portfolio <http://www.pkingdesign.com/portfolio>

Experience **Senior Manager, User Experience**, eBay, Inc. March 2008-Present

- Leader of User Experience group for eBay's Seller Experience business unit.
- Manage 10-member design team of Interaction Designers, Visual Designers, and Content Strategists, including one additional manager.
- Lead user experience strategy development and contribute to overall business strategy and prioritization with Seller Experience product leadership.
- Collaborate with User Experience leadership team to craft long-term vision for UE at eBay and evangelize vision with business unit leaders.

Manager, User Experience, eBay, Inc. June 2006-March 2008

- Managed user experience teams for eBay's Seller Experience, Trust & Safety, and Customer Support business units.
- Mentored and coordinated activities for seven User Interface designers from Associate to Lead levels.
- Led user experience strategy development and contribute to overall business strategy and prioritization.
- Collaborated with User Experience management team to craft long-term vision for UE at eBay and evangelize vision with business unit leaders.

Senior User Interface Designer, eBay, Inc. Aug 2005-June 2006

User Interface Designer, eBay, Inc. June 2004-Aug 2005

- Formulated long term product & design strategy to create an integrated suite of subscription-based advanced selling tools.
- Led cross-functional effort to redesign Turbo Lister, eBay's application used by sellers in 17 countries to create over 25% of listings on the eBay platform.
- Collaborated with Usability Research team to analyze selling process on eBay and performed gaps analysis on eBay's Advanced Selling Tools.
- Coordinated team of usability researchers, prototype developers, graphic designers, and content managers on a variety of selling, buying, and search related projects.

Product Design Team Lead, Homestead, Inc. Aug 2000-June 2004

- Collaborated with executive team, product management, and engineering to define feature set and design for PhotoSite digital photo sharing software.
- Led redesign of Homestead.com and transition to a paid subscription service.
- Used A/B bucket testing to streamline and simplify signup processes and online features, resulting in 30% increase in successful signups.
- Analyzed user testing research to plan improvements and new feature enhancements for SiteBuilder web site building software.
- Assumed day-to-day management responsibilities for 4-person Product Design Team during the Fall of 2002.

Vice President of Creative Development, OnShare LLC June 1999-May 2000

- Worked as first employee to flesh out product ideas and get company started.
- Defined initial feature set for the OnShare file sharing service through whiteboard and rapid prototyping sessions with company founders.
- Designed innovative web interfaces for building a community around shared music, video, and other files.
- Implemented dynamic web site using HTML, CSS, JavaScript and JSP; also designed Java-based file sharing software for multiple operating systems.

Interface & Graphic Designer, Jump! Networks Oct 1998-May 1999

- Designed and implemented interfaces for several sections of Jump.com, an internet-based personal information manager.
- Created prototype interfaces for group scheduling and collaboration.
- Designed and implemented customer support and sign-up process using HTML, CSS, and JavaScript.

Human Computer Interactions Lab (HCIL), Cornell University Summer 1998

- Researched new web technologies for collaboration and instruction.
- Implemented new design for Interactive Media class web sites.
- Organized and moderated user testing for UI research projects.

Education **Cornell University**, Class of 2000

BS in Communication. Cumulative GPA: 3.5

Concentration in Human Computer Interaction, including coursework in Design, Research Methods, Computer Science, and Psychology.

Skills

Experienced with Adobe Creative Suite, Microsoft Office. Fluent in HTML, skilled in JavaScript, CSS, and Java. Familiar with AJAX and other rich internet application technologies. Extensive experience with user centered design of software and web sites from research stage through design, specification, and implementation.

Interests

Photography, travel, skiing, snowboarding, running, hiking, camping