# erik r. gloor

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# summary

Offering the expertise and judgment that comes with 15 consecutive years designing user interfaces and custom graphics for employers and clients that have included the Tribune Company, Humana, The MacArthur Foundation and Protiviti. From initial concept to design, development, and maintenance, providing Web interfaces, Web-sites, Weblogs, and Rich Internet Applications (RIA's) that feature compelling original layouts, graphics, animation and video. Creative and technical excellence in HTML, CSS, Silverlight, Photoshop, Flash, and MS Blend; complemented by a synergy of talent, skill, and experience in 3D Animation, Video Production, Graphic Design, Illustration, and Copy Writing.  Ready to generate and enhance both understanding and appreciation of your services, processes, events and functionality.

# professional experience

### User Interface Designer | Protiviti[1] | July, 2008 to January, 2010

*Designed user interfaces for custom governance software*

Conceptualized, designed, and maintained user interface build-outs and improvements for two complex, custom, browser-based GRC[2]  applications used on a large scale by over a hundred major corporate and municipal clients including Accenture, Rolex, the governments of the Netherlands and of the United Arab Emirates. Proposed, modeled, and presented innovations for stakeholders to build consensus and ensure sign-off. Additionally enhanced the overall look-and-feel of both applications by adding or improving graphical elements such as the general color-scheme, associated imagery, associated iconography, associated CSS classes and Silverlight "resources."

- **Conceptualized, designed, implemented and maintained** user-experience paradigms, screen sequences, individual screens and individual screen elements for both a traditional ASP application and a Silverlight RIA.

- **Implemented crucial improvements** to the look and layout of both applications -- which played a key role in moving their annual Forrester[3] rating up a full category.

- **Improved existing, and conceptualized new UI paradigms** by synthesizing input from multiple stakeholders and story-boarding screen sequences with the assistance of a business analyst.

- **Creatively turned business and user requirements** into elegant user interface solutions as part of a team that included business analysts and development engineers.

- **Mocked up initial designs, iterated through revisions, and created final designs** that either I then implemented or were used as guides for the development team in their implementation.

- **Implemented final designs** in the form of color specifications, layout specifications, XHTML code, CSS styles, original image files, and some Silverlight code utilizing applications like Photoshop, Dreamweaver, MS Blend and Visual Studio.

- **Utilized Microsoft Blend 2.0** to overhaul color scheme of Silverlight 2 version of RIA, post-development.

- **Utilized Microsoft Blend 3.0** to design and generate custom Silverlight controls, especially animated buttons, for Silverlight 3 version of RIA while it was in development.

- **Created XHTML templates** containing custom imagery and calling custom CSS styles.

- **Created custom imagery and iconography** for use in both a traditional ASP application and a Silverlight RIA.

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- **Customized third-party widgets** from vendors like Telerik by modifying their bundled style-sheets and images.

- **Wrote original verbiage** on various screens, where appropriate, explaining complex business functionality/processes in a way that enhanced usability by managing user expectation.

## User Interface Designer | Professional Consulting Services, Inc. [4] | 2000 to 2008

### *Designed and developed user interfaces for custom online software*

Designed, developed, prototyped, and maintained user interfaces for clients that included Humana, The MacArthur Foundation, and GardnerDenver. Developed original concepts from rough sketch, to mood-board, to mock-up, to finished XHTML templates, CSS, and graphics. In cooperation with business analysis team, story-boarded, use-cased, and otherwise integrated screen design into development of custom online software.

- **Designed, developed, and maintained XHTML templates** and cascading style-sheets in concert with the development of custom, browser-based software. Created and implemented all associated graphics. Maintained interfaces post-production using CSS and other global control methodologies.

- **Conceived, designed, and implemented user experience, layout, graphics and color-scheme.** Assisted business analysis team in the determination of application flow and business logic. Created wire-frames of applications in development and deployed them on the Web for client testing, once across multiple departments, comprising hundreds of users.

- **Designed corporate ID for firm subsequently purchased by QUALCOMM:** created original logo, color-scheme, letterhead, business card, assorted marketing collateral for nPhase, a firm that services the niche "M2M" or "smart services" market and was ultimately purchased by QUALCOMM.

- **For clients that included Humana and The MacArthur Foundation, created original branding for applications** or integrated existing brands by coordinating with client assets and/or applying existing collateral. For some smaller clients and start-ups, designed entirely new corporate ID for Web collateral or expanded on existing.

- **Designed, developed, and maintained Web-sites** with an emphasis on sound design principles, impactful graphics, clear navigation, effective Google placement, fast downloads, and short deployment schedules.

- **Designed, developed, and maintained Blogs** using Six Apart's "Movable Type" with an emphasis on sound design principles, impactful graphics, clear navigation, and optimal usability for contributors as well as respondents.

- **Acquired, collated, and applied methodologies** for SEO.[5]

- **Webmastered in-house Web-sites profservices.com and nphase.com** ( now offline ) -- designed, developed, and maintained.

## Web Producer | CLTV News[6] | 1998 to 2000

### *Designed and built Web-site for 24-hour TV news station*

Designed, developed, and maintained cltv.com[7] for Tribune Company firm, ChicagoLand Television News, better known as CLTV. Kept site current by encoding and uploading video clips; by adding static imagery grabbed from video or purchased from AP Graphics; by writing original copy describing up-to-the-minute Chicago-area news.

- **Helped determine daily news priorities** in concert with executive and news producers. Checked facts with TV news reporters and Tribune bureau writers. Monitored wires for breaking news. Provided online resources to complement on-air programming: links to relevant information, organizations.

- **Provided online resources to complement on-air programming** such as links to relevant information, organizations, and video.

- **Coordinated CLTV's online priorities** with those of parent firm's Web vertical, Tribune Interactive.

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### Graphics Assistant / Studio Crew | CLTV News | 1997 to 1998

*Four jobs in one*

Performed in four high-pressure roles as part of an early-morning news production team that produced Chicago's first live news telecast of the day at that time. Together, these roles offered a diversity of challenges and required adherence to a demanding schedule that began at 4 am. Individually, each role required quick acquisition of highly specialized technical skills along with rigorous, disciplined execution in a high-pressure, 24-hour news environment.

- **Graphics Assistant –** Crafted on-air graphics for 24-hour TV news station, CLTV. Maintained consistency of on-air look-and-feel by working within the boundaries of pre-defined styles and guidelines for all on-air graphic elements.
- **Floor Director –** During live telecast, simultaneously rolled teleprompter and pointed talent to appropriate camera. Helped maintain communication between control room and "floor" at all times. Extremely high-pressure position.
- **Sound Board Operator –** During live telecast, mixed every audio element of show, including music, microphones, live-shots, and videotape. Extremely high-pressure position.
- **Robotic Camera Operator –** During live telecast, remotely controlled robotic television cameras.

# freelance engagements

## Web Designer | 2000 to present

*Designed, developed and maintained custom Web interfaces and Web-sites*

Designed, developed, and maintained Web user interfaces and Web-sites for clients including a TV anchorwoman, a midmarket consulting firm, and especially a Chicago-area dance studio of local prominence. Created original concepts from the ground up: from rough sketch, to mood-board, to mock-up, to development, to finished Web-site.

- **Designed, developed, and currently maintain Web-site** promoting independent documentary film 'THE 904.'
- **Completely redesigned Web-site for Chicago-area dance school/agency,** Latin Street Dancing, in cooperation with an ASP developer (who handled database and other programmatic elements). Designed all graphics, user experience, application flow, and navigation. Designed custom CMS (Content Management System) client uses to update site.
- **Designed, developed, and maintained** resume Web-site for TV news anchor she credited with greatly shortening her job-search.
- **Designed and developed** business Web-site for media consulting proprietorship.

## 2D Computer Animator | Walter Joseph Communications[8] | 1996

*AfterEffects for TV commercials, corporate video*

Created graphics and 2D animation for TV commercials and corporate training videos. Clients included Mitsubishi and Century Tile. Mac environment.

## 3D Computer Animator | SCTN Channel 25[9] | 1995

*Lightwave for TV show open*

Created 30-second 3D animated logo sequence for locally-produced programming with the use of Newtek's 'Lightwave.' Amiga environment.

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the **PIXEL PILOT**

**fifteen years** of excellence in ui design and graphics

# education

## Loyola University Chicago | B.A. Communications, Minor in Political Science | 1992

*Classical liberal arts education with a focus on effective written communication*

Studied investigative reporting under the late Pulitzer-Prize-winning reporter, Edmund J. Rooney as well as noted author, Connie Fletcher. Further relevant coursework included Ethics, Copy-Editing, Advanced Composition for Pre-Law, and Mass Communications Law.

- **Art Director, Loyola Phoenix 1989-92** Responsible for graphic elements. Created feature illustrations and editorial cartoons. Laid out Comics page. Solicited and incorporated student art and comics.
- **Contributor, Loyola Phoenix 1987-92** Conceived, wrote, illustrated award-winning serial graphic-novel style cartoon strip, 'The Agency,' published weekly. Feature articles published: 'Guardian Angels in Chicago,' 'Logo Change at Loyola.'
- **Featured Contributor, Cadence Magazine, 1988 and 1989** Illustrations published in year-end magazine featuring student art.
- **College Gold Circle Award:** 'Information Graphic in Two or More Colors' presented by the Columbia Scholastic Press Association.

## Columbia College Chicago | Computer Graphics & Animation | 1994-7

*The Midwest's premier media school*

Studied computer graphics, 2D and 3D computer animation for video; especially Adobe's 'Photoshop,' Newtek's 'Lightwave' and the precursor to the Oscar-Award-winning 'Maya' platform: 'Alias|Wavefront.'

# references

**Melissa Ross** Host / Producer, " First Coast Connect" WJCT 89.9 FM in Jacksonville, Florida
Co-worker: CLTV News 1997 - 2000 | Client: Web services since 2000
**c.** 904 .993 .1896   **w.** 904 .358 .6382   **e.** mross@wjct.org

**Alex Feygin** Application Architect, Protiviti
Co-worker / Team Leader: Protiviti, 2008 - 2010
**c.** 310 .351 .0254   **e.** feygin@gmail.com

**Matthew Cook** Manager of Information Systems, The Chicago Bears NFL Football Team
Co-worker: PCS, Inc. 2000 – 2002
**c.** 708 .267 .1716   **w.** 847 .739 .5255   **e.** mcook78@gmail.com

**Shira Hammann** Software Developer 3, Protiviti
Co-worker: Protiviti, 2008 - 2010
(contact information available upon request)

**David Hauck** Field System Administrator, Sysco Food Services
Personal friend since 1991
**c.** 847 .275 .5193   **h.** 847 .201 .6995   **w.** 847 .795 .2533   **e.** hauck.david@chi.sysco.com

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[1] Protiviti is a global business consulting and internal audit firm parented by Robert Half International.
[2] GRC - Governance, Risk & Compliance
[3] Forrester Research is an independent research company that provides advice to business and technology firms.
[4] PCS, Inc. is an IT consultancy in business since 1990 and is based out of Chicago, Illinois.
[5] SEO - Search Engine Optimization.
[6] Chicagoland Television News is a 24-hour cable TV news station in business since 1993 and is based out of Chicago, Illinois.
[7] CLTV's current Web-site is NOT the site I created for them in 1998.
[8] Walter Joseph Communications was a Chicago-based video production firm. More information is unavailable as it no longer operates under this name.
[9] SCTN, Channel 25 was a cable TV station owned and operated by the business entity Chicago Cable. More information is unavailable as it no longer operates under this name.

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