

# Harry E. Blanchard, Ph.D.

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*Experienced UX designer and researcher of novel and effective technologies  
Acknowledged expert in industry standards, user experience design, research, and testing*

## Skills and Experience

- UX research, expert in testing, interview, survey and customer facing responsibilities
- UX design and prototyping ♦ Speech technology UX and dialog design
- Vast experience in engineering and design at AT&T, AT&T Labs, and AT&T Bell Laboratories
- Enormous breadth of software and hardware UX – e.g. web, apps, voice, care, phones, remote controls
- Experienced at requirements ♦ leader and manager of diverse engineering teams ♦ skilled negotiator
- Active professional in UX field ♦ Tireless advocate for customers and users

## Professional Employment History

### 2008-2017 Senior Lead UX Researcher, AT&T Technology Development, Middletown, NJ

- UX Research covering automation, robotic process automation, and Design Thinking
- UX Design and user research and surveys in privacy, privacy policy, and big data
- Extensive customer surveys and testing on privacy, security, and data sharing
- Iterative design of web pages and privacy approach with design teams, writers, sponsors
- Project support in customer care automated voice systems
- Smartphone application design and testing for privacy, security, and communication
- Web page design, iterative development, and summative testing
- Experience in design and prototyping tools (e.g. Axure, Sketch 3), some basic web coding
- User research and design for forward-looking products, e.g. voice activated remote control
- Competitive testing: web sites, customer care experiences, text-to-speech products
- Communication of results to business teams, evaluation of technologies, UX consulting

### 2001-2017 Adjunct Instructor, New Jersey Institute of Technology, Newark, NJ

Teaching graduate courses in Human-Computer Interaction and undergraduate courses on Human Factors in Industrial Engineering.

### 1988-2007 Principal Member of Technical Staff, AT&T, Middletown, Holmdel, & Florham Park, NJ

Provided user interface design and systems engineering for natural language, directed dialog, and automated attendant applications. Provided web design and voice design for the AT&T Voice Tone service creation environment.

Managed 6-person lab for transcription and annotation of data in support of AT&T Voice Tone: staffing, training, and managing work force, design and support of database and software tools for annotation and transcription in lab, and troubleshooting applications.

Dialog and user interface design of natural language user interfaces to AT&T customer care and other applications. Designed web-based authoring applications to generate telephone-based speech applications. My unique combination of skills in the speech and graphics was pivotal in this assignment.

Lead user interface designer on the How May I Help You natural language user interface to AT&T customer care. I was instrumental in bringing this unique, leading edge research technology to a production environment.

Designer of interactive voice information systems and voice messaging systems. Cross-product research and design of voice recognition interface to cell phones. Design, standards, and testing of network management user interfaces, attendant workstations, and customer computer and web UX.

Created and promoted common and signature user interfaces between the disparate products and services in the AT&T business units. Formed heterogeneous engineering teams to produce commonality and standards, plus identify and promote key technologies within AT&T.

User research and testing of AT&T ISDN business phones, displays, and other consumer products.

### Education

<u>Degree</u>	<u>Major</u>	<u>Institution</u>
Ph.D.	Experimental Psychology	University of Illinois, Urbana-Champaign
A.M.	Experimental Psychology	University of Illinois, Urbana-Champaign
B.A. *	Psychology <i>*summa cum laude</i>	University of Connecticut, Storrs

### Patents

35 United States patents ♦ additional patents under review ♦ list available at <https://goo.gl/HCxhgC>

### Professional Leadership and Standards

- *Standards:* HFES/ANSI 200 standards committee, ISO TC159 Technical Advisory Group, ACM/SIGCHI Adjunct Chair for Standards
- *Publications and editorial boards:* Edited book “Human Factors and Voice Interactive Systems”, Editorial board of Speech Technology, Standards editor at SIGCHI Bulletin, HFES CTG Newsletter
- *Professional conference leadership, committees, and review boards:* President, HFES Metropolitan Chapter, Program Chair HFES Conference, Chair AT&T User Experience Symposium, Human Factors & Web Conference, review boards for HFES, UXPA, and SIGCHI
- *Communication and teaching:* Many professional publications and presentations, teaching at university and corporate education settings

### Publications

Over 30 publications in books, journals, and conferences; in engineering and academic basic research ♦ list available at <http://www.hblanchard.com/publications.htm>

### References

Available upon request

### Social Media

Linked In: <https://www.linkedin.com/in/hblanchard/>