

Harry E. Blanchard, Ph.D.

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Experienced designer of novel and effective telecommunications services. Acknowledged expert in industry standards, user experience design, research, and testing.

Skills and Experience

- 29 years of experience in engineering and design at AT&T, AT&T Labs, and AT&T Bell Laboratories designing both software and hardware
- Current assignment: UX research, Design Thinking, and automation technologies
- Experienced and proficient at writing requirements
- Built, lead, and managed engineering teams; skilled negotiator
- Experienced with customer facing responsibilities and interview techniques
- Advocate for user testing, user centered design, and customer experience
- Experienced expert in dialog design and speech technologies user experience
- Past experience covers a comprehensive range of telecommunications products and services: web design, smartphone applications, messaging and voice, automated phone systems, telephones, network management, and customer research
- Familiar with design and prototyping tools, some basic web-based coding

Education

<u>Degree</u>	<u>Year</u>	<u>Major</u>	<u>Institution</u>
Ph.D.	1985	Experimental Psychology	University of Illinois, Urbana-Champaign
A.M.	1983	Experimental Psychology	University of Illinois, Urbana-Champaign
B.A.*	1979	Psychology	University of Connecticut, Storrs

**summa cum laude*

Professional Employment History

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

UX Research covering automation, robotic process automation, and involvement in Design Thinking processes for AT&T. Previously, provided UX Design and user research and surveys in the areas of privacy, privacy policy, and big data as well as project support in customer care automated voice systems and web and smartphone application design and testing

2006-2007 Principal Member of Technical Staff, AT&T Laboratories, Middletown, NJ

User research and UX design for a variety of forward-looking products and services including voice activated remote control to AT&T U-Verse, attendant workstations, and competitive testing of text-to-speech, and other projects

2004-2006 Senior Technical Specialist—Technology/Services Systems Engineer, AT&T, Middletown, NJ

Provided user interface design and systems engineering for individual natural language, directed dialog, and automated attendant applications. Providing 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. Responsibilities included staffing, training, and managing work force, design and support of database and software tools for annotation and transcription in lab, and troubleshooting applications.

2001-2004 Principal Technical Staff Member, AT&T Laboratories, Florham Park, NJ

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.

1997-2001 Principal Technical Staff Member, AT&T Laboratories, Middletown, NJ

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

1996-1997: Senior Technical Staff Member, AT&T Laboratories, Holmdel, NJ

Designer of interactive voice information systems and voice messaging systems.

1995: Member of Technical Staff, AT&T Consumer Products, Holmdel, NJ

Cross-product research and design of voice recognition interface to cell phones.

1990-1995: Member of Technical Staff, AT&T Bell Laboratories, Holmdel, NJ

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.

1988-1990: Human Factors Systems Analyst, Modern Human Resources, Holmdel, NJ

Consulting for AT&T. Design and standards for network management user interfaces. User research and testing of AT&T ISDN business phones.

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.

1987-1988: Visiting Assistant Professor, University of Wisconsin, Madison

1985-1987: Post-Doctoral Research Associate, University of Massachusetts, Amherst

1979-1988: Research & Teaching Assistant, University of Illinois, Urbana-Champaign

Patents

33 United States Patents. Additional patents submitted to USPTO and currently under review. List available at <https://goo.gl/4RcJsV>

Standards and Professional Leadership

- Chair of HFES/ANSI 200 Standards committee, 1990s-2000s
- Edited book "Human Factors and Voice Interactive Systems"
- Editorial board of Speech Technology; Standards editor at SIGCHI Bulletin
- Adjunct Chair for Standards on ACM SIGCHI Executive Committee, 1990s
- President, Metropolitan Chapter of Human Factors and Ergonomics Society
- Editor of HFES Communications Technical Group Newsletter, 1990s
- Chair of AT&T User Experience Symposium, 2001
- Sub-committee chair for Human Factors & the Web Conference, 1997
- Active on planning committees and review boards for professional conferences
- Numerous publications and presentations in the field
- 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.