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Frequently Asked Questions

Have you managed projects from concept through delivery?

Yes. I have over 16 years of experience related to print and full life cycle web product development.

Please feel free to review my most recent projects at: <http://www.davidjgagne.com/design.html>.

A recent example of my work, cross functioning as the lead project manager with involvement in visual and interactive design, can be found at the Tropicana Casino Resort website (www.troplv.com).

I functioned as the client main point of contact and was responsible for the overall success of the project. The team consisted of the following resources: PM, Sr. visual designer, Jr. visual designer, technical lead, developer, copy writer, client project team.

My relationship with Tropicana began in the Spring of 2010 and is on-going.

Are you able to create detailed project plans; manage the on-time execution and delivery of project deliverables to the project plan and on budget?

Yes. I am adept at creating and managing the project plan to scope, including product deliverables, schedule, milestone signoffs, critical dependencies while identifying risks and mitigations in advance. I believe that setting up client expectations from the onset and managing to those expectations is vitally important to achieving success and satisfaction.

I am also keenly aware of change management as a tool to protect against scope creep and budget. I am particularly hawkish about the bottom line. My Excel dashboard document, among other items, tracks projected effort against actuals throughout the project.

Do you have experience managing the development and delivery of creative custom web applications and enterprise-scale custom web applications?

I do. I can cite several examples, starting with my involvement in developing Honda and Acura's very first ecommerce websites. These websites were the first of their kind, where the user could search, customize and receive financial information about their loan pre-approvals to initiate their car buying process on line.

I received an award for this work as well as a request from San Francisco State University to use my work as examples in their web and graphic design courses.

During the dot.com bust of the early 2000's my entire UX group at Cambridge Technology Partners (owned by Novell) was laid off (over 100 people including my superiors) except for myself, due to a specific request from Honda to keep me on board. I remained with the company for an additional 2 years before I decided to move on to other opportunities.

The Tropicana Casino Resort website is a recent example of a great web-based hotel room, restaurant and entertainment booking tool (www.troplv.com). Not only is the website exciting, and aesthetically pleasing, it is also extremely easy to book your next visit to a great destination. This functionality was a top priority defined during our planning phase. We are already hearing from the client about increased booking results and higher user satisfaction.

Have you written the functional specifications, authoring detailed project requirements, technical briefs, and functional specifications, for small creative projects and written the creative specifications for larger projects?

I have experience writing solution blueprints, which is a comprehensive document that wraps all of the five user experience competencies into one large document signed off by the client and vendor. The document becomes the roadmap for the project and it is used to measure scope and timeline.

The solution blueprint contains the following critical information:

Solution Overview: business goals and objectives, defined solution components, audience analysis

Objective and Strategy: strategy overview, structure and content map, performance objectives, scope, content writing guidelines

Creative Strategy: creative strategy overview, branding and style guide, media strategy, localization and re-branding

Solution Architecture: solution architecture overview, domain hierarchy, integration process, End-User specifications, known assumptions and limitations

Project Plan: project plan overview, schedule, deliverables and milestone signoffs, dependencies, assumptions, risks and mitigations, change management, quality strategy, escalation process, communication protocol

Have you defined project parameters, setting and managing project schedules and resources for multiple projects?

Yes. I have experience with large and small scale implementations.

For example, I was involved in a large implementation with over 80 deliverables ranging from short "e-briefings" to very technically involved "simulation" training products for the Microsoft sales team.

The products were delivered on a rolling schedule and were completed in about 1.5 years. Detailed project parameters were captured, documented and approved by the client during the initial planning phases. We recorded business, creative and technical decisions in a "solution blueprint" which was then used to measure against for scope and timeline as the project matured. The solution blueprint contains information about the

solution overview, objectives, creative, architecture, project plan. Please see more details about the solution blueprint document below.

Have you coordinated development and delivery activities amongst various project participants, technical staff (software / UI development, QA, IT, creative), client organizations, and third-party vendors?

Yes. I am very familiar with working with internal cross functional resources such as: solution architects, UI developers, integration specialists, information architects, usability engineers, quality assurance teams, creative directors, visual designers, interactive designers. In addition I have acted as the centralized communication point among the client, external vendors (localization services for example) and internal project teams.