

# Hari K. Khalsa

Web portfolio - <http://kiwishark.net/portfolio>

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Willing to relocate

**OBJECTIVE** Full-time employment creating user-centered technology and utilizing my skills in interface design, evaluation and implementation

**EDUCATION** **Carnegie Mellon University**, Pittsburgh, PA  
*Master of Human-Computer Interaction*  
Expected graduation August 2005, GPA 3.9

- Capstone project: Designing a multimodal interface for Interactive Electronic Technical Manuals to be used in the U.S. Navy
- Courses in Interface and Interaction Design, HCI Methods, Software Architecture for UIs, Communication Design, Aesthetics and Design, Marketing, Ubiquitous Computing

**University of California, San Diego**, La Jolla, CA  
*Bachelor of Science in Computer Science*  
September 1998 - June 2002, Cum Laude, GPA 3.6

- Courses in Engineering Psychology, Web Design and Engineering, Multimedia Design, Computer Graphics, Software System Design and Implementation, Databases, Computer Architecture, Operating Systems, Theory of Computation, Object-Oriented Programming

**PROFESSIONAL EXPERIENCE** **IBM**, San Jose, CA  
*Software Engineer / Technical Support Specialist*  
August 2002 – July 2004

- Provided application-level engineering support for world-wide DB2 Content Manager customers
- Managed critical customer situations, maintained and restored customer satisfaction
- Led web-based technical support for the DB2 Content Manager portfolio of products
- Provided training and assistance with tools and presented publishing and usage results to senior management monthly
- Obtained certifications in DB2 UDB Version 7.1 and DB2 Content Manager Version 8

**UC San Diego Computer Engineering Department**, La Jolla, CA  
*Java Tutor and Discussion Leader*  
September 2000 – June 2002

- Held office hours in computer labs and led weekly discussions
- Graded assignments and exams
- Maintained class web page

**Raytheon**, San Diego, CA  
*Software Engineer Intern*  
May 2001 – December 2001

- Designed and developed software tools in C++
- Performed ClearQuest administration

**Cubic Transportation Systems**, San Diego, CA  
*Software Engineer Intern*  
January 2000 – September 2000

- Developed and tested software for a mass transit system
- Implemented an audio interface for the hearing-impaired
- Redesigned hot spot editing tool for ease of use

## HCI SKILLS

**Usability Analysis**  
Contextual design, heuristic evaluation, think-aloud protocol, cognitive walkthrough, model human processor, GOMS

**Design Process**  
Personas, affinity diagramming, brainstorming and ideation, paper prototyping, storyboards

**Design Research**  
Contextual inquiry, observation, interviewing, focus groups, directed storytelling, competitive analysis

## TECHNICAL SKILLS

**Applications**  
Illustrator, Photoshop, InDesign, Flash, Dreamweaver, Microsoft Office, Lotus Notes, CVS, ClearCase, ClearQuest, DB2, DB2 Content Manager, WebSphere Application Server, Visual Basic

**Languages**  
Java, C/C++, JavaScript, HTML, CSS, XML, SQL, OpenGL, Actionscript

**Platforms**  
UNIX/AIX, Windows 98, 2000, NT, XP, Mac OS 9.x, X.x

## MEMBERSHIPS

ACM SIGCHI, BayCHI  
Society of Women Engineers

## HONORS

Tau Beta Pi  
Golden Key Honor Society

## INTERESTS

Travel, scuba diving, yoga, web design, photography