

Hari Khalsa Simons

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SUMMARY

Over seven years of experience spanning product and interaction design, project management, usability testing, customer support, and software development. Always organized and passionate about process, I'm a collaborative and trusted leader who leverages the team's talents to deliver successful results.

EXPERIENCE

Yelp.com

Product Manager · 9/2008 - present

Responsible for the design and development of tools and processes to help community management and customer support teams work efficiently, and scale their operations to support the more than 27 million people who use the site each month. Lead the product development process start to finish by identifying needs, defining requirements, designing simple and effective interfaces, prioritizing features and working closely with engineering to ensure a high quality final product.

Tellme, A Microsoft Subsidiary

User Experience Designer · 9/2005 - 9/2008

Designed simple and engaging multimodal mobile experiences in a fast-paced, collaborative environment. Represented the user throughout the product lifecycle by researching users and tasks, gathering and prioritizing requirements, producing wireframes, running usability studies, iterating designs, creating detailed product specifications, and advocating for usability during implementation.

IBM

Software Engineer - Technical Support Specialist · 8/2002-7/2004

Provided application-level engineering support for worldwide DB2 Content Manager customers, and managed critical customer situations to maintain or restore customer satisfaction. Led web-based technical support content creation, trained other support reps on writing documentation and regularly reported publishing and usage metrics to senior management.

UCSD Computer Engineering Department

Java Tutor and Discussion Leader · 9/2000-6/2002

Raytheon

Software Engineer Intern · 5/2001-12/2001

Cubic Transportation Systems

Software Engineer Intern · 1/2000-9/2000

EDUCATION

Carnegie Mellon University

Masters in Human-Computer Interaction · 2005

Courses in interface and interaction design, HCI methods, communication design, software architecture for user-interfaces, marketing, ubiquitous computing. Technical lead for a seven-month team masters project to design and prototype an interactive electronic technical manual solution for the U.S. Navy.

University of California, San Diego

B.S. Computer Science · 2002

Coursework included engineering psychology, web and multimedia design, computer graphics, databases, computer architecture, operating systems, object-oriented programming, game design.

AWARDS & PUBLICATIONS

I.D. Magazine Design Review

First Place Interactive, Tellme Search · 2007

Designing Pleasurable Products & Interfaces Conference

"Gather: Design for Impromptu Activity Support Utilizing Social Networks" · 2005