

# Allen Cypher

## Interaction design and prototyping

Deep experience in the invention, design, prototyping and implementation of innovative end user applications. Created several novel end user tools for applications that previously required programming skills.

Particular interest in education and teaching.

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### EXPERIENCE

#### Uber

Palo Alto 2019-2020

##### Business System Analyst

Assisted in the design, launch and evolution of Uber's Slack Enterprise Grid.

Worked weekly with Slack Corp specialists.

Transitioned thousands of channels, members and custom integrations from the previous chat application.

Managed numerous Workspace Migrations and the creation of Managed Channels and Shared Channels.

Handled Customer Support questions and managed Feature Requests.

Created runbooks and streamlined procedures.

Worked closely with corporate Legal and IT departments.

#### Socratic Arts

Santa Cruz 2016-2019

##### Senior Interaction Designer

Developed an automated mentor to answer student questions in online learning: end-to-end development included needs assessment, design, prototyping, implementation, delivery and maintenance.

Created a custom Slack interface for student/mentor interactions, using the Slack API, Javascript and Java.

Did full stack development of web tools for knowledge base management.

Designed the UX for a tool to simplify critiquing student reports.

#### Microsoft

Redmond 2016

##### Principal UX Researcher, Azure

Developed interaction design for features in [Azure ML Services Workbench](#).

Created UX telemetry spec.

Prototyped interactions in JavaScript for first-of-a-kind uses of program synthesis technology.

Created a demo showcasing new technology features; shown at a Microsoft Machine Learning Conference and 2 European keynotes.

#### IBM

San Jose 2002-2014

##### UX Design Manager and UX Research Staff Member

Took research ideas through to product.

Wrote JavaScript prototypes and JavaScript product code.

Created end user tools for:

1) Big data text analytics

Design and implementation of [BigInsights Text Analytics Web Tool](#), which enables non-programming subject matter experts to create their own data

extractors. Developed personas, created wireframes, wrote design specifications, designed the user interface, pitched the design to program managers, wrote product code.

#### 2) Programming in the browser and Functional Testing

Invention, development and productization of CoScripter – a Firefox extension that enables users to record and automate activities on any website, and share the automated scripts. Conducted user studies, co-designed the user interface, developed prototypes, wrote documentation, and eventually was the sole software engineer maintaining and improving the product. Open-sourced the project code.

Successfully transferred CoScripter technology to two Rational products that were released in 2012.

#### 3) Automating data entry

Developed CoTables – a tool used for data entry that saved 2,500 person hrs/yr for IBM. Conducted interviews, gathered requirements, designed the user interface, wrote product code.

#### 4) Data mining & Visualization – WebFountain project

Conducted site visits, gathered requirements, wrote UI Design Spec, managed 2 software engineers, wrote documentation, ran training sessions.

### **Kanisa**

Cupertino 2001-2002

#### **Director of Tools**

Created end user tools for ontology creation.

Designed and conducted user testing.

Wrote MRP; managed a team of 3 software engineers.

### **Stagecast Software**

Redwood City 1997-2001

#### **Cofounder and Chief Designer**

Apple spinoff.

Designed and shipped award-winning novel educational software and interactive tutorials.

Managed 15 UX researchers, artists, writers and software engineers.

### **Apple**

Cupertino 1988-1997

#### **Senior Scientist, Intelligent Agents**

Created one of the first intelligent agents.

In Alan Kay's group; co-invented a visual language for teaching children programming.

Published the classic text in Programming by Demonstration.

### **IntelliCorp**

Mountain View 1985-1988

#### **Senior Project Manager, Expert Systems**

Architected and implemented solutions for large corporate clients.

### **University of California**

San Diego 1980-85

#### **Cognitive Scientist and Sloan Fellow**

In Don Norman's group; wrote a chapter in the classic *User Centered System Design* book.

## **EDUCATION**

### **Yale University**

New Haven 1975-80

#### **Ph.D. Computer Science and Instructor**

**Princeton University**  
**B.A. Mathematics and University Scholar**

Princeton 1971-75

**ADDITIONAL INFORMATION**

**Languages:** JavaScript + jQuery, Dojo Toolkit, Bootstrap; Java.

**Design tools:** Photoshop, Artboard, Balsamiq, Powerpoint UX.

**Foreign languages:** Russian.

6 granted patents. 2 books. 40 refereed publications. 2 conference chairs. 5 invited keynotes.