

Andrew Hinton

Helping people and technology play well together since 1991

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Experience

Sr. Information Architect, Vanguard

Valley Forge, PA 2003 – Present

Acted as a user experience designer, coach and consultant, tactically within projects and strategically with senior executives. Pioneered use of contextual design techniques, pattern languages, rich internet applications and social software within the company. Redesigned key visioning processes and documentation, and led establishment of standardized design principles & heuristics. Worked to bridge understanding between Marketing, Design, Business and IT.

Sr. Information Architect, Symetri

Greensboro, NC & Atlanta, GA 1999 – 2003

Strategic consulting and design work for Kimberly–Clark, Sealy, Wachovia, Uniroyal and others; created User Experience Design program at Symetri; hired, mentored and managed designers in both office branches; assisted Symetri’s board in developing business plans and company direction.

Sr. Documentation Specialist

American Express (Contract), 1998 – 1999

Helped lead a virtual, cross–country team in American Express’s “Bank Readiness” project, documenting all IT procedures and technologies in the company and designing the resulting knowledge management repository.

Web Specialist & Instructional Designer

UNC Greensboro, 1995 – 1998

Assisted with launch of first online registration & student information extranet in UNC system; designed instructional and promotional materials; member of Web team, evolving university websites.

Graduate Teaching Fellow & Literary Journal Editor

UNC Greensboro & University of Louisville 1993 – 1997

Taught composition and creative writing courses; furthered use of internet in teaching and research in both Humanities departments; co–edited Thinker Review and Greensboro Review; helped plan and perpetrate literary & music happenings (such as “Insomniacathons” and poetry slams).

Office Manager & “CRM App” Developer

New Life Psychology Center 1991 – 1993

Ran office for 20–person mental–health center; set up their first computer system & developed from–scratch client information system for billing, insurance, appointments & client documentation to be usable by computer neophytes and harried counselors.

Education

Master of Fine Arts, Writing

University of North Carolina, Greensboro 1997

Master of Arts, English

University of Louisville 1995

Bachelor of Arts, Philosophy

Furman University 1989

Continuing Education:

- Vanguard University, various courses, 2003 – Present
- Staub HILS Leadership Training, 2002
- ASIS&T IA Summits 2001 – 2006
- Information Systems Mgmt, Bryan Business School 1998

Other Accomplishments

- Co–founded Information Architecture Institute
- Wrote the (now quaint) IA Manifesto
- Presented at three IA Summits
- Writings for Boxes & Arrows, UX Matters & ASIST Bulletin
- Published in numerous literary journals

Inspirations & Fascinations

My Daughter, Madeline

Blobfest

Communities of Practice

Radiohead

Ubiquitous computing

Usefulness

Game studies

The Palm Vx

Philip K Dick

Brain science

Oddball movies

Guitar

Christopher Alexander

Giambattista Vico

Very dark chocolate

Jane McGonigal

Further Information

- For references and more about my background:
<http://www.linkedin.com/in/andrewhinton>
<http://www.inkblurt.com/about-andrew/>
- Other references available if needed