

DANIEL J. FITEK

Weymouth, MA 02188
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EDUCATION

Bentley University

Waltham, MA

- Candidate for Master of Business Administration, May, 2009
- Candidate for Master of Science in Human Factors in Information Design, May 2009
- President of hFIDO - Human Factors Graduate Student Association
- Member of Beta Gamma Sigma – International Honor Society
- 3.8 GPA

Rensselaer Polytechnic Institute

Troy, NY

Bachelor of Science in Information Technology with a Concentration in Psychology, May 2003

- 3.5 GPA

EXPERIENCE

Bentley University Student Projects

- EMC Corporation, Hopkinton, MA - Currently developing a go-to-market strategy to increase sales for an emerging product offering. *Role: Project Manager*
- Children's Hospital Boston, Boston, MA - Improved business processes for patient care documentation and reimbursement. *Role: Client Liaison*

Wiklund Research and Design

Research Intern January 2009 – Present

Concord, MA

- Support development and usability testing of interactive prototypes for medical devices

Bentley Design and Usability Center

Research Intern May 2008 – August 2008

Waltham, MA

- Conducted a number of user research projects for large corporations and government agencies
- Research methods included usability testing, semi-structured interviews, collage activities, and surveys

Nuance Communications

User Research Consultant July 2008 – August 2008

Burlington, MA

- Planned and implemented a user research study to test mobile software application
- Accurately assessed users' perceptions of system performance

Sentient Jet - Private Jet Membership

Weymouth, MA

IT Systems Manager October 2003 – August 2007

- Installed and managed a wide range of computer and telephone systems for on-site and remote users during rapid growth from 150 to 300 employees in a 24/7 operating environment
- Developed and maintained a call center with dynamic call routing vectors and IVR.
- Absorbed IT support and integrated systems during an acquisition and a merger
- Managed IT operations for relocation of the office maintaining 24/7 operations

TECHNICAL EXPERTISE

HTML, CSS, ColdFusion, Flash, Photoshop, Illustrator, Morae, Camtasia, MS Visio, Project, Office, SPSS, SQL, Citrix, RightFax, Dynamics, Blackberry Enterprise Server, SharePoint, Crystal Reports, Windows administration, VB Script, Microsoft Exchange administration, TCP/IP networking, Cisco Pix Firewall, Wireless networking, Installation and maintenance of AVAYA Communication Manager IP telephony, Computer telephony applications: CMS Reporting, Witness call recording, Modular Messaging, Call Center Express, IP Agent.