
▶ Matt Prather

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Summary

Voice User Interface (VUI) designer with extensive experience in all facets of VUI design, including:

- requirements analysis
- dialogue design and persona creation
- coaching and serving as voice talent
- testing (WOZ, usability, pilot), monitoring, and tuning

Experience

Staff Engineer, VUI Design (2007 – Present)

Intervoice, Inc. (18711 Waterview Pkwy., Dallas, TX 75252)

Provide VUI design consultation, strategizing, recommendations and pre-sales support for vertical-market voice applications including financial, governmental, and telecommunications/entertainment industries; serve as voice talent; coach and direct client companies' recording sessions

Major accomplishments:

- Redesigned a Billing application for EchoStar LLC (DISH Network) that averages 6% higher success rate than comparable TouchTone-based application
- Designed complete revamp of bilingual automated telephone services (case information and payment) for State of Utah Office of Recovery Services
- Featured speaker at SpeechTek 2008. Topic: *Maintaining Interface Symmetry in Multimodal Applications*

VUI Design/Human Factors Consultant (2006)

Voxify, Inc. (1151 Marina Village Pkwy., Alameda, CA 94501)

Provided VUI design consultation, strategizing, and recommendations for vertical-market voice applications including airlines, retail order status, outbound retail; advised upper management on selection and hiring of voice talent; served as voice talent; coached and directed Voxify's recording sessions

Major accomplishments:

- Designed and implemented Voxify's first outbound-dialer speech application
 - Provided voiceover prompt recordings for application
- Designed and implemented Voxify's first order-status application created in the proprietary CE4 application development tool
- Revised and updated corporate hiring standards and guidelines for hiring voice-talent and VUI design staff

Principal VUI Design Consultant (2005-2006)

eLoyalty Corporation (150 Field Drive, Lake Forest, IL 60045)

Provided VUI design consultation, strategizing, and recommendations to Fortune 500 companies including major airlines and health insurance providers; recommended training programs and coursework for VUI design staff; advised senior management on VUI-design staffing and hiring

Major accomplishments:

- Designed and implemented eLoyalty's first speech application based on Behavior Analytics, a tool for analyzing caller's behavior patterns and personality types, then using results to improve caller interactions (anticipate ~15% increase in call take rate)
- Designed and implemented a hybrid self-service/call-routing application for major airline's top-tier travel agency customers
- Revised and updated corporate hiring standards and guidelines for hiring VUI-design staff

Sr. VUI Design Consultant (2005)

Convergys Corporation (11800 Sunrise Valley Drive, Reston, VA 20191)

Designed, tested, and deployed voice interfaces for self-service and call-router applications for Fortune 500 companies. Recommended design solutions to client companies, mentored junior designers, evaluated and advised on existing design proposals.

Voice UI Designer (2004)

ScanSoft, Inc., (591 Market Street, San Francisco, CA 94105)

Provided VUI design services to client companies including US Airways, T-Mobile, MediCare, PayPal, MetroOne, K-Mart, and Nicor Gas Company

Major accomplishments:

- Co-designed award-winning self-service application for Northern Illinois Gas Company in record time: 6 weeks from initial requirements gathering to deployment
- Awarded ScanSoft "TeamSoft" award for outstanding team contributions

Owner/Principal Design Consultant (2001-2007)

Colla Voce Consulting (4636 18th Street, San Francisco, CA 94114)

Provided Web and VUI design services to client companies including Contractor Safety Management, Seagate Technology, and Verizon Communications

Education

M.S. Human-Computer Interaction (summa cum laude) (2004, Rensselaer Polytechnic Institute)

Graduate Certificate, Human-Computer Interaction (2003, Rensselaer Polytechnic Institute)

Graduate Certificate, Mgmt of Technical Information (1998, UC Santa Cruz)

B.A. Ed. (magna cum laude) (1978, Pacific Lutheran University)

Skills

- Languages: English, Spanish
- Experienced voice actor, voiceover artist, and singer