

## **CATHRINE E. LOWTHER**

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### **SUMMARY OF QUALIFICATIONS**

Over twenty years of effective administration-management in diverse and demanding environments has developed an unusual set of artistic and organisational skills combining stylistic flexibility, a bias for simple, clear presentation, teamwork, and customer service. Positions included: General Manager, Producer, Project Administrator, Web Producer, Web Design, Engineering Administrator, System Administrator and Technical Support.

### **ASSETS**

- G Unique capacity to translate high-concept aesthetics into clean, user-friendly design;
- G acute colour discrimination;
- G Exceptional organisational and communications skills;
- G quick, analytic mind;
- G able to rapidly assimilate and apply new information;
- G personable, accessible style.

### **ACHIEVEMENTS**

- G Designed and created the web site for a leadership candidate for a federal political party. No design revisions were necessary.
- G Designed and executed, within hours, an application CD due within days. The design was extremely well received by the client and at Comdex.
- G Organised and accomplished the relocation of a high-tech company hosting mission-critical government servers. Operations were uninterrupted and downtime was under four hours.
- G Designed and built a government employment equity web site that met strict accessibility requirements without sacrificing visual interest or structured content.
- G Designed, researched and wrote a statistics-based report on employment equity issues in a federal government department. The report was praised for bringing this analysis to a level of sophistication that would set standards for other departments to follow.
- G Created and maintained a cross-platform, bilingual billing and customer-tracking database in AccessJ (Japanese), while unable to read Japanese;

- G Co-ordinated relocation of a large ISP Engineering department. Projections had the company offline for 24 hours: we were back up within four, our clients reconnected within 12. While we were at it, we cleaned up the cabling.
- G Reorganised and refinanced a regional festival undergoing a major transition. During my tenure, we erased a \$500,000 deficit and built a \$150,000 surplus through creative sponsorship, active volunteer recruitment and tight budget control, built a committed volunteer base of 2,000, and tripled both budget and attendance.
- G In 14 years as a turn-around manager in a non-profit industry, I never ran a deficit.

## TECHNICAL SKILLS:

- G **HARDWARE:** i386 and Apple architectures;
- G **PROGRAMMING:** C++;
- G **OPERATING SYSTEMS:** DOS, Windows 3.0-2000, NT4.0; Macintosh OS 7.0-9.0; Linux, UNIX;
- G **NETWORK CLIENTS:** Most internet clients; remote log-in and virtual private networking applications;
- G **BUSINESS APPLICATIONS:** Star Office, WordPerfect, Claris suite and MS Office, Adobe Acrobat, several bookkeeping/accounting packages;
- G **GRAPHICS:** Adobe PhotoShop, Illustrator, Live Motion and Dimensions, Paint Shop Pro, numerous plug-ins, helper applications and GIF animators;
- G **WEB-RELEVANT APPLICATIONS:** Various text, HTML, and sound editors, and site management tools;
- G **MISCELLANEOUS APPLICATIONS:** Folio Views; various sound applications, utilities and anti-virus packages.

## G PROFESSIONAL SKILLS:

- G in-depth knowledge of HTML specifications, W3C recommendations, browser-specific functionality and accessibility issues;
- G extensive knowledge of CSS and web graphic design and creation;
- G ability to implement and maintain efficient and logical file-naming and server directory structures;
- G server setup and maintenance;
- G collection and analysis of a wide variety of data, from project and survey design through interpretation and presentation;
- G literate and accomplished writer of user-friendly technical documents, public relations material, business letters, commercial copy, humour et alia;
- G reading knowledge of French.

## EXPERIENCE

**SINISTER DESIGNS:** September 1998 to the present

G Clients include:

**OpenConcept**, Linux Computer consultancy, web site redesign and implementation;

**Elisabeth Arnold**, City Councillor: web site design and implementation;

**e-smith**: interface design and implementation for product CD;

**Libraxus, Inc**: network administration, project administration, interface design and implementation for product CDs, quality assurance testing;

**Government of Canada**: Intranet web design, accessibility design, staff tuition;

**The New Democratic Party**: database consultant;

**Rebel.com**: interface design;

**Government of Canada**: ministerial level report on career patterns in the Foreign Service;

**Municipal Election 2000**: design and implementation of candidate web sites;

**Others**: web design for a number of non-profit organisations, small businesses and individuals.

**GLOBAL ONLINE JAPAN, KK:** January 1995 - June 1998

As first employee and all-purpose English speaker during GOL's growth from 1 to 72 employees, I faced a rapidly evolving set of duties in every aspect of Internet service.

G **Web Creation:** June 1996 - June 1998

assisted in setting up the Web Creation department, doing site planning, design and creation;

G **Web Master:** May 1995 - December 1997

G **Technical Support:** March 1995 - August 1996

wrote and tested all documentation for all platforms and applications; provided in-house support and telephone for Macs and PCs.

G **Administration/Customer Support:** January 1994 - December 1995

created and maintained a cross-platform, bilingual billing and customer-tracking database in AccessJ (Japanese), while unable to read Japanese; created and maintained all English language administrative documentation; provided telephone assistance to English speaking clients, co-ordinated relocation of Engineering department.

**ARIEL SERVICES:** July 1992 - August 1994

- G **Consultant:** designed a ticket sales database and printing system for use by smaller arts and entertainment producers; created, administered and interpreted the first large-scale audience survey undertaken in Victoria, B.C.

**ARTS MANAGEMENT**

- G **VANCOUVER THEATRESPORTS LEAGUE**, Vancouver, BC: February 1992 - June 1992  
**Consultant/Interim General Manager:** analysed the structural problems in a financially troubled company and devised a long-term strategy for viable operation.
- G **FIRST NIGHT - VANCOUVER CELEBRATION OF THE ARTS SOCIETY**, Vancouver, BC: February 1991 - February 1992  
**Producer:** organized a regional arts festival, including programming, personnel, and financial management.
- G **CHINOOK THEATRE SOCIETY/THE FRINGE THEATRE EVENT**, Edmonton, AB.: May 1987 - December 1990  
**General Manager:** directed four programs, including a touring company and an international festival with a \$1.3 million annual budget, developed staff and volunteer training to be used as a national model, systemized finances and created a consistent economic and structural base.
- G **THE BELFRY THEATRE**, Victoria, BC: March 1984 - May 1987  
**General Manager:** managed a second stage theatre in a turnaround situation, prepared and controlled budgets, worked closely with governments, sponsors, donors, and clients.
- G **VANCOUVER OPERA ASSOCIATION**, Vancouver, BC: June 1981 - March 1984  
**Interim General Manager:** managed a major regional company through a difficult transition; negotiated collective agreements, leases, and sponsorship contracts, prepared and controlled of budgets up to \$3 million, and managed a \$2 million endowment.
- G **PACIFIC OPERA ASSOCIATION**, Victoria, BC: May 1978 - June 1981  
**General Manager:** managed a local opera company, including contracting, promotion and financial management.

## PORTFOLIO

<http://www.sinister-designs.com/portfolio.html>

## EDUCATION

- G **COMPUTER SCIENCE:** Algonquin College:  
2001: Introduction to C++, Intermediate C++;
- G **PROFESSIONAL DEVELOPMENT:**  
Courses in Accounting, Law, Economics, Personnel Management, Statistics, Marketing, computer applications.
- G **HISTORY:** Queen's University:  
MA(1st), PhD Comprehensives(1st), Modern European History.
- G **HISTORY:** University of Victoria, BC:  
BA(Hons. 1st), History and Sociology.

## RECENT AFFILIATIONS:

2001-present: OpenConcept Computer Consultants;  
1999-2000: Ottawa Chapter Co-ordinator, LinuxChix;  
1996-1998: Founding member of Tokyo Webgrrls Chapter.

## REFERENCES:

upon request.