

# ERIC GOULD BEAR

809 Jewell Street  
Austin, TX 78704  
U.S.A.

(512) 743-7888  
fax (512) 684-0900  
eric@monkey.com

## *Corporate Leadership in User Experience Strategy*

*Communication Arts* has described Eric Gould Bear as “one of the most thoughtful and provocative interface and interaction designers working in the field.” He has been leading the design of award winning human-computer interfaces since 1984, has published numerous articles on the subject, and has been granted a variety of patents for cutting-edge techniques. An enthusiastic and inspirational leader, Bear invites everyone to join in the work of creating easier-to-use technology and more engaging digital media. Specialized in interactive telecommunications services and devices. Key management outcomes include:

- Competitive customer experience strategy
- Integrated vision for products, services & brand
- Prioritized product requirements & specifications
- Maximized usability & customer satisfaction
- Confidence in solutions prior to public release
- Proven design management methodology
- Leadership of cross-functional collaboration  
*(technology, strategy, marketing, content, design, usability)*
- Engineering resource, schedule & cost optimization
- Protection of proprietary interaction technology

## CAREER HIGHLIGHTS

### Chief Experience Officer, Inc. – Austin, Texas

2005 to Present

Providing testifying expert witness services and executive consulting in corporate user experience strategy and design innovation. Performing “Virtual CXO” role on an as-needed basis to build in-house competencies, methods and teams. Advising business leaders in design management and intellectual property strategy. Guiding entrepreneurs and designers through concept ideation and creative development. Representative projects include:

**Capital Factory** (2013 to present) – *Partner & Angel Investor*

**Aceable, Inc.** – mobile education start-up; *Advisor*

**Kenguru / KLD Energy, Inc.** – electric wheelchair-accessible vehicle division; *Advisor*

**SubjectMatter, Inc.** – expert network platform start-up; *Advisor*

**Weeva, Inc.** – collaborative storytelling start-up; *Advisor*

**Curb, Inc.** (2015 to present) – energy monitoring start-up; *Investor, Director, CXO & Corp. Secretary*

**FloSports, Inc.** (2014 to 2015) – sports media network; *Advisor / Acting CXO*

**Logitech International** (2005 to 2009) – award-winning *MX Revolution* and *VX Revolution* mice and award-winning *Harmony One*, *Harmony 900* and *Harmony 1000* touch-screen universal remote controls

**Tektronix, Inc.** (2005 to 2009) – schematic and symbolic systems for protocol-based data analysis

**projekt202, LLC** (2005 to 2009) – *Chief Experience Officer & Strategic Innovation Advisor*

**Charles Schwab** – *StreetSmart Edge* active trader desktop software suite

**e-MDs** – electronic medical record and clinic management software suite

**Motorola** – mobile phone user interfaces

**On-Q / Legrand** – home automation LCD control panel interfaces

**Samsung** – next generation mobile phone user experience strategy

**Thomson Reuters** – *WestlawNext* legal research system

Representative expert witness matters:

**Hagens Berman Sobol & Shapiro, LLP** – *Testifying Expert Witness*

1:12-cv-00804 **Flatworld Interactives** v. Samsung Electronics et al.

1:12-cv-00964 **Flatworld Interactives** v. LG Electronics et al.

Sony Corp., et al., v. Creative  
Technology Ltd., IPR2016-01407

**EXHIBIT**

**Creative-2030**

**McKool Smith Hennigan P.C. – Testifying Expert Witness**

3:13-cv-02371 Mad Catz Interactive, Inc. v. Razer USA, Ltd.

**Warner Norcross & Judd, LLP – Testifying Expert Witness**

2:14-cv-00940 Tactile Feedback Technology v. Samsung Electronics America, Inc.

2:14-cv-00943 Tactile Feedback Technology v. ZTE (USA) Inc.

**Farney Daniels PC – Testifying Expert Witness**

ITC 337-TA-994 Creative Technology Ltd. et al. v. ZTE, Sony, Samsung, LG, Lenovo, Motorola, HTC, Blackberry, et al.

Inter Partes Review 2016-01407 Sony Corp, et al. v. Creative Technology Ltd.

**McDonnell Boehnen Hulbert & Berghoff LLP – Testifying Expert Witness**

1:10-cv-00715 Trading Technologies International, Inc. v. BGC Partners, Inc.

1:10-cv-00721 Trading Technologies International, Inc. v. IBG, LLC, et al.

1:10-cv-00884 Trading Technologies International, Inc. v. TradeStation Securities, et al.

**Finnegan, Henderson, Farabow, Garrett & Dunner, LLP – Testifying Expert Witness**

CBM2015-00161; CBM2015-00172; CBM2015-00179; CBM2015-00181;

CBM2015-00182; CBM2016-00031; CBM2016-00051; CBM2016-00054;

CBM2016-00087; CBM2016-00090 Trading Technologies International, Inc. CBM Reviews

**G2 Technology Law – Testifying Expert Witness**

90/011,365 MONKEYmedia, Inc. Ex Parte Reexamination

95/001,504; 95/001,506; 95/001,630; 95/002,256 MONKEYmedia, Inc. Inter Partes Reexaminations

**Blue Lapis Light, Inc. – Austin, Texas****2007 to Present***Director (Board Chair 2009-2016)*

Blue Lapis Light is an innovative site-specific aerial dance company founded by Artistic Director Sally Jacques to explore movement through the air: extending boundaries, defying edges, suspending graceful athleticism for the risk of igniting ephemeral beauty, and connecting audiences to a sense of wonder, possibility and hope.

**MONKEYmedia, Inc. – Austin, Texas****1994 to Present***Founder, President & CEO*

Launched MONKEYmedia® in San Francisco in 1994 to provide the desktop computing, new media and consumer electronics industries a design and technology resource focused specifically on human-computer interaction. Moved business to Austin in 1996. Developed a portfolio of intellectual properties for licensing. Formulated structured and reproducible design & documentation processes with flexibility to meet a wide variety of product requirements and ways of doing business. Partnered with client leaders in planning and focusing design and development activities; adding top resources to teams to ensure timely shipment of outstanding user experiences.

Shipped Walk-in Theater™ for iPad and iPhone in 2012 [<http://walk-in-theater.com/>], featuring patent-pending interaction techniques for portable proprioceptive peripatetic polylinear audio and video. Adapted to human-scale video exhibition at Blanton Museum of Art in 2014.

Monetizing inventions of the early-1990s through patent licensing and enforcement litigation. Launched *SeamlessTV® Partner Program* [<http://seamless.tv/>] in 2009. Notable legal matters:

- Sold five families of user interface patents in 2005 (represented by Susman Godfrey)
- Licensed interactive video patents to Microsoft in 2006 (represented by Susman Godfrey)
- *MONKEYmedia, Inc. v. Apple, Inc.* – 2010 (represented by Graves, Dougherty, Hearon & Moody)
- *MONKEYmedia, Inc. v. The Walt Disney Company, Twentieth Century Fox Home Entertainment, LLC, Lions Gate Entertainment Corp., Paramount Pictures Corporation, Sony Pictures Home Entertainment, Sony Electronics, Inc., Sony Computer Entertainment America LLC, Warner Home Video, Inc., and Universal Studios Inc.* – 2010 (represented by Graves, Dougherty, Hearon & Moody)

Industry recognition for MONKEYmedia's design leadership:

40th Annual CLIO Awards 1999 – Self-Promotional Website Design: Silver  
 Communication Arts Interactive Design Annual 1999 – Award of Excellence  
 HOW Design Competition 1999 & 2000 – Interactive Design & Multimedia Merit Awards  
 SXSW Interactive Website Competition 1999 – Best Use of Animation & Best Use of Audio  
 One Show Interactive Awards 1999 – Self- Promotional Website Design: Silver  
 Macromedia Sites with Life Gallery – Shocked Site of the Week 1999, Shocked Site of the Day 1998  
 New Media Invision Awards 1999 – Creative & Technical Excellence: Gold for Interface Design

Representative clients:

Austin Children's Museum – interactive electronic playscape design  
 Chiron Informatics – task analysis & product design for medical informatics suite  
 CPB (Corporation for Public Broadcasting) – interactive TV design consulting  
 FastTrack Systems – interaction design for suite of handheld medical applications  
 frogdesign – various product interaction & navigational architectures  
 GSD&M – guidelines and architecture for client extranet  
 Human Code – school of the future interaction design & B2B process design  
 Interval Research Corporation – interface design for broadband interactivity  
 Intuitive Design – task analysis and information architecture for online gaming  
 marchFIRST – various e-commerce UI blueprints, including ToysRus.com & JCPenney.com  
 Microsoft / WebTV – next generation set-top product specification & UI production  
 pcOrder.com – interface design for web-based product ordering system  
 Portal Communications – user interface for Disney/Epcot Center's "Home of the Future"  
 Regis McKenna / Hands On Technology – product and demo design of targeted market analysis tools  
 Sega of America – advanced technology set-top box UI design and global gaming portal  
 Sprint PCS – wireless web UI design evaluation & concept development  
 Texas Instruments – next-generation wireless calculator network UI design & specification  
 Viacom / Noggin – interface design & developer guidelines for children's TV + web channels

**Yahoo! Inc. – Sunnyvale, California**

**2004 to 2005**

*Senior Director of User Experience, Communications & Consumer Services*

Grew and lead team of 55 interaction designers, visual designers, user researchers, ethnographers, and prototype engineers responsible for crafting the user experience of Yahoo!'s core communications applications and services. These products collectively served over 340 million people worldwide. Developed thematic roadmap for business unit; established new techniques for rapidly incubating next generation product concepts. Introduced tactical quality control metrics and held ultimate responsibility for the design and integration of:

- Email, instant messaging & VoIP applications for real-time and asynchronous communications
- Address book and PIM offerings for ubiquitous, synchronized & easy to navigate information
- Photo services and app's for editing, storing and sharing images across devices and the Internet
- Mobile products for a wide variety of portable devices, technical platforms and carrier networks
- Living room & set-top products for viewing and managing personal content and broadcast media
- Partner-bundled desktop applications and premium entertainment services (e.g. w/AT&T and BT)
- Community-building services for matchmaking, dating and establishing long-term relationships

**Microsoft Corporation – Redmond, Washington**

**2001 to 2003**

*Interaction Design Manager, Windows Hardware Innovation Group*

Joined the Windows Hardware Innovation Group at inception to formulate and drive interaction design strategy, counterbalanced against business planning and platform architecture. Championed consistent user experiences across Microsoft products and established cross-company task forces for establishing consensus between Windows shell, Tablet PC, Media Center, Pocket PC, Smart Phone, Smart Display, SPOT, and Office. Established methodologies for designing and validating scalable hardware user experiences for Longhorn, built publicly acclaimed hardware interaction prototypes (*Athens Communications PC* and *Microsoft Navigation Signature*), and set precedent for leading internal developers with hardware convergence features (e.g. navigation controls, auxiliary display

actuator/indicator simulators, and communications panel hardware development kit). Lead design of modality-agnostic interactions for real-time telecommunications and video conferencing. First named inventor on over 30 patent applications for notification, navigation, power, security, and telephony control.

#### *User Experience Manager, Tablet PC*

Framed user experience agenda for the Tablet PC SKU, brought user-centric perspectives to the corporate business plan, delivered world-class Tablet PC product. Managed 32 interface design, industrial design, user research, and user assistance experts; organizing separate disciplines into a unified practice to maximize quality, efficiency and collaboration. Bridged communications with other organizations (e.g. program management, product development, business/marketing groups, OEMs, ISVs, Windows, Office, and other product divisions).

#### **Vivid Studios – San Francisco, California**

**1993 to 1994**

##### *Senior Interaction Engineer*

Responsibilities included leadership of information architecture, interface design, and functional specification services as well as creative direction and code architecture on select projects. Representative clients include:

- Delphi – information architecture & interface for proof of concept graphical online services
- Regis McKenna / Hands On Technology – product design of targeted market analysis tools
- Sega of America – advanced technology set-top box UI design
- The WELL – information architecture & interface for early prototypes of graphical online services

#### **Element Systems – New York, NY / San Francisco, CA**

**1984 to 1993**

##### *Interaction Engineer*

As an independent contractor, responsibilities included information architecture, interface design, functional specification and code engineering services. Representative clients include:

- Aetna Life Insurance – first generation GUI for online customer financial information services
- Byrnes & Associates – applications for collecting data & generating statistical results
- Kaleida Labs (Apple / IBM) – desktop & handheld multimedia GUI toolkit and developer guidelines
- New York University / Bell Atlantic – "YORB" interactive television program
- SoftWriters – network-updating routines for *VersionTerritory* remote administration tool
- Wesleyan University Psychology Department – test tools for millisecond timing of visual search tasks

#### **Apple, Inc. – Cupertino, CA**

**Summer 1992**

##### *Design Intern, Advanced Technology Group*

As a student intern in the Human Interface Group, designed and programmed Macintosh user interfaces for docking handheld devices and navigating audio content on the desktop.

## UNIVERSITY APPOINTMENTS

#### **University of Texas – Austin, Texas**

**1996 to 1999**

##### *Senior Lecturer & Research Fellow in New Media Design, Department of Radio-TV-Film*

Established intensive New Media program. Advised graduate and undergraduate students. Courses taught:

- Basics of Multimedia Interaction Design – interface design perspectives & processes
- Advanced Interaction Design – cutting-edge experimental interaction design
- Advanced Interface Design – advanced applied interface and information design

#### **San Francisco State University (SFSU) – San Francisco, California**

**1994 to 1996**

##### *Faculty, Multimedia Studies Program*

Empowering the Audience: Basics of Multimedia Interaction Design

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## EDUCATION

**Masters in Interactive Telecommunications** – 1993  
*New York University – New York, New York*  
Awarded Graduate Assistantship

**Bachelors in Cognitive Science** – 1991  
*Wesleyan University – Middletown, Connecticut*  
International exchange at Doshisha University, Kyoto, Japan

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## ASSOCIATION MEMBERSHIPS

**Association for Computing Machinery** – 1992 to present (*Lifetime Member*)  
Special Interest Group on Computer Human Interaction

**Computer Professionals for Social Responsibility** – 1992 to present (*Lifetime Member*)

**Austin Intellectual Property Law Association** – 2012 to present

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## INDUSTRY PRESENCE – CONFERENCES & TALKS

**Carnegie Mellon Sustainability Conference 2017** – *Pittsburgh, Pennsylvania (scheduled)*  
Keynote: “The Intersection Between Technology and Human Behavior”

**SXSW (South by Southwest) Interactive 2017** – *Austin, Texas (scheduled)*  
Panel: “IP: What You Need to Know to Protect Your Business”

**Smart Cities Innovation Summit 2016** – *Austin, Texas*  
Panel: “How Smart Meters Make Cities, Utilities and Consumers Smarter”

**AlphaLab Gear National Hardware Cup 2016** – *Austin, Texas*  
Judge: Pitch competition for early-stage hardware startups

**BIT World Congress of U-Homes 2013** – *Dalian, China*  
Presentation: “Interactive Video and Body-Based User Interfaces”

**The TV of Tomorrow Show 2012** – *New York, New York*  
Panel: “Beyond the Screen”

**Computer-Human Interaction Forum of Oregon 2010** – *Portland, Oregon*  
Presentation: “Designing into the Path of Disruptive Technology”

**McGraw-Hill Media Summit 2010** – *New York, New York*  
Panel: “Video Advertising: How New Consumer Habits Are Driving the Community to Innovate”

**International CES (Consumer Electronics Show) 2010** – *Las Vegas, Nevada*  
Panel: “Television and Video as an Interactive Content Experience”

**The TV of Tomorrow Show 2010** – *San Francisco, California*  
Panel: “Interactive Television Trend Analysis”

**Digital Hollywood 2009** – *Santa Monica, California*  
Panel: “Television and Video as an Interactive Content Experience”  
Presentation: “Breakthroughs in Entertainment and Technology”

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