

Contact

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Pacific Grove, CA

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mohumanfactors.com

Education

M.S. Human Systems Integration
Naval Postgraduate School (2014)

Systems Engineering Certificate
Naval Postgraduate School (2013)

B.S. Government/Int'l Relations
U.S. Coast Guard Academy (1999)

Skills & Expertise

- Systems Thinking
- Usability Strategy
- Prototyping
- Interface & Workstation Design
- Workflow Analysis & Design
- Ergonomic Analysis

Certifications

Certified Human Factors Professional
BCPE (2018)

UX Certified
Nielsen Norman Group (2017)

Interests

- Competitive Cyclist & Triathlete (USAT and USAC Nationals qualifier)
- PADI advanced open water diver
- Guitarist and music composer
- Avid hiker and nature enthusiast
- Accomplished photographer
- Furniture maker & woodworker

Michael O'Neil

User-Centered Design Expert | Independent Usability Consultant

I help organizations create **people-centered** products and services that are usable, efficient, effective, safe and sustainable.

Experience

Independent Usability & Human Centered Design Consultant

MO Human Factors Consulting | Monterey, CA | 2025-present

- Current clients: HL7 BPM Community, Maritime Pilots Institute.

Supervisory Engineering Psychologist | Chief Systems Engineer

Veteran's Health Administration | Monterey, CA (Remote) | 2022 -2024

- Managed 3 senior scientists supporting a nationwide health IT portfolio.
- Oversaw a $2.2M collaboration with MITRE to improve VHA healthcare.
- Served as a strategic advisor to health informatics C-suite executives.

Lecturer in Human Systems Integration

Naval Postgraduate School | Monterey, CA | 2019-2022

- Taught 6 graduate courses in Human Factors/HSI to 400+ students.
- Advised 1 graduate thesis and 5 graduate capstones.
- Co-investigator for DoD research in advanced cybersecurity.

Retired from active duty | Commander (O-5) | 24 years served

Coast Guard Innovation Program Manager

U.S. Coast Guard HQ | Washington, DC | 2018-2019

- Led initiatives to scale workforce-driven innovations across the service.
- Built industry partnerships to bring emerging tech into USCG operations.
- Managed an 11,000-user online idea crowdsourcing platform.

Human Systems Integration Team Lead

U.S. Coast Guard HQ | Washington, DC | 2014-2018

- Directed a user-centered design team supporting a $1.5B system portfolio.
- Planned and conducted 300+hrs of usability testing on complex systems.
- Advised C-suite executives on Usability and Human Systems Integration.

Student in residence | Naval Postgraduate School | 2012-2014

Executive Officer | Maritime Safety & Security Team 91109

U.S. Coast Guard | San Diego, CA | 2009-2012

- Led 106-person unit through 45 deployments with global reach
- Directed anti-piracy, drug interdiction, and asset protection missions.
- Unit ranked in top 10% nationwide for operational readiness

Coast Guard Leadership Roles | 1999-2009

Technology Analyst | Coast Guard R&D Center (2006-2009)
Operations Officer | Maritime Security Team Boston (2003-2006)
Deployable Team Leader | Law Enforcement Detachment 409 (2001-2003)
Deck Watch Officer | Coast Guard Cutter Campbell (1999-2001)

Recent Publications

Fuller, H., Arnold, T., O'Neil, M., & Wilson, D. (2023). Activities to promote resilience during health information system transitions. Healthcare and Medical Devices, 79, 191-197.