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|  |  | ObjectiveUse my user research, UX and technology skills to create and support innovation.  |
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|  |  | SkillsComputer user since 1987 on multiple platforms (Windows, OS X, basic Unix knowledge). User research: Qualitative one-on-one interviews in both informal and formal lab settings, focus groups, field research and ethnographic study, creating surveys and statistical analysis of results, heuristic evaluation of websites and software, persona creation, modeling tasks and processes, card sorting and analyzing information architecture. Presenting resulting data to stakeholders via in-person presentation or professional reports using infographics and charts.Design: Interface design for mobile, web, and tablet, including wireframes and diagrams of the flow of information. Some tools I’ve used: Axure, Balsamiq, OmniGraffle, Dreamweaver, most Adobe products, hand-coded HTML, Javascript, Jquery / Prototype, CSS / CSS3, Mathematica. Preferred IDE is Webstorm, but I’ve also used Eclipse, Coda, and many others. Entry level programming skills in Java, C++, and am currently beginning to teach myself Objective C and iOS development. Writing: Technical writing for both internal and external audiences, copyediting, sales and marketing materials, copywriting and content creation. Some tools I’ve used: Most popular Microsoft products including PowerPoint, Excel, Office, and Outlook and the iWork suite including Pages, Keynote, etc. Social media and online community: I run numerous online forums including an electronic music forum (<http://www.nwtekno.org>) which has 40,000 users from around the Northwest U.S. and Canada and a social event for Seattle women in technology (++XX). I’m active on social media both for personal projects and professional ones (7 twitter accounts, multiple Facebook pages for various projects, Google+, etc.) |
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|  |  | ExperienceTechnical Writer, Social Media, PR, Jamcloud / Plug.dj 2011 - presentWriting FAQs and documentation, interviewing users and making interface design suggestions based on their feedback, Facebook / Twitter strategy and content creation, creating press releases and submitting to tech blogs, magazines and other media outlets.User Research Intern, Microsoft 2010Interviewed 125 students about their current work habits and which technology tools they used via self-created online surveys and in-person interviews. Researched and analyzed existing tools. Created new features and user interface concepts based on the results of the research, then tested my wireframes on users in focus groups. Gave weekly PowerPoint presentations to students and Microsoft employees that briefly summarized findings and recommendations. Attended talks by a variety of Microsoft professionals about topics like design / information layout, survey techniques, PowerPoint, improving presentation skills, concept sketching, etc.Small Business Sales Consultant, AccessLine 2004-2009Explained VoIP technology to small business owners and IT professionals who were considering replacing their land lines. Interviewed clients about their needs. Created documentation for clients which included technical explanations geared toward various user and marketing materials for print and email. Direct point of contact for ~600 customers via phone, email and IM. Copyedited the department’s marketing websites.SMS Database Management, Accessline 2003-2004Managed the company’s acquisition and routing of approximately 10,000 toll free numbers via the RespOrg database and 8MS tools. Technical troubleshooting on routing issues involved working directly with employees of Qwest, Global Crossing, and other carriers. Handled escalated technical support inquiries via phone and email. Technical Support, Accessline 2001-2003Outperformed other technical support employees by averaging 3 times their typical volume of calls, online chats and emails. Created fix to a routing problem that had previously been termed “unsolvable” during my first month of employment. Worked with employees of IBM and Sun Microsystems as well as small business users to aid in navigating the website and software, troubleshooting software installation and performance problems, and in configuring virtual PBX accounts to their team’s specifications. |
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|  |  | EducationUniversity of Washington 2009-presentInformatics Bachelor of Science program, Human-Computer Interaction option. My focus is usability, user research, and user-centered design. I’ve taken classes on both the undergraduate and graduate level in both managing people (project management, systems analysis, etc.) and managing technology (design and programming). Bellevue College 2004-2008Finished AA degree while working full time at AccessLine. Studied Digital Media Theory for 1.5 years which is a program that focuses on the psychology / sociology of digital media as well as the creation of digital film, music, and websites. Later opted to transfer to UW to study Human-Computer Interaction.**Research Publications**Contributed to research paper presented at the ACM International Health Informatics Symposium. Kientz, Julie a. et al. “Heuristic evaluation of persuasive health technologies.” *Proceedings of the ACM international conference on Health informatics - IHI  ’10* (2010) Web.**Professional Events**Infocamp PDX – February 4, 2012Infocamp Seattle – October 8-9, 20113-day usability / UX seminar by Rosenfeld Media.Interviewing Users: Spinning Data into Gold – September 26, 2011Do-It-Yourself Usability Testing – September 27, 2011Adaptable Information Architecture – September 28, 2011Hive 2011: Where Design and Tech meet – September 16, 2011CHI 2011 – May 7-12, 2011Academic research presentations about usability, user research, design, and information architecture. |