

**Summary** As a technologist with an eagerness for creating systems that empower people and improve the world, I have been involved with all aspects of software creation for over 10 years. I love to discover how computers can help people, and my goal is to contribute my skills to an organization that is committed to making a difference in the lives of its users and its community.

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**Education** University of Michigan – School of Information Ann Arbor, MI  
*Master of Science in Information,  
Human-Computer Interaction* May 2009

- Cumulative GPA of 8.07 (scale: A+ = 9.00, A = 8.00)
- Recipient of the School of Information Merit Scholarship
- Member of 2<sup>nd</sup> place team in the Student Design Competition of the CHI 2008 conference (April 2008 in Florence, Italy); using user-centered design techniques, designed a social network for volunteers and volunteer coordinators that serve the homeless
- Coursework in contextual inquiry, interface & interaction design, usability & system evaluation, information architecture, information visualization, cognitive ergonomics, human behavior, neural models, game theory, statistics, and management

Calvin College Grand Rapids, MI  
*Bachelor of Science in Computer Science* May 2004

- Cumulative GPA of 3.82 and Major GPA of 3.92 (scale: A = 4.00)
  - Consistent member of the Dean's List
  - 2002-2003 member of residence hall leadership council
  - Coursework in elementary and advanced programming, data structures and algorithms, automata theory, software engineering, operating systems, computer architecture, database administration and computer networking
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**Skills**

- Strong communicator with interpersonal skills developed through a multidisciplinary education and team-focused work experiences
- Technical proficiency in object-oriented concepts and relational database techniques; experience programming in Java, ActionScript, Adobe Flex, SQL, PHP, CSS, and HTML; exposure to programming in C, C++, JavaScript, Ada, Lisp, and Smalltalk
- Design experience in wireframing, rapid prototyping (lo-fi and hi-fi), workflow modeling, usability testing, heuristic evaluation, interviewing, and being a user advocate

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**Experience** ITHAKA Ann Arbor, MI  
*UX Lead – Contract* August 2010 – Present

- Lead designer on the JSTOR Current Scholarship release; member of the product team working directly with other leads in development, QA, and product management
- Created interface mockups and design specifications that balanced user needs, technical feasibility, publisher and business requirements
- Synchronized UX planning and deliverables with an agile development team; served as a user advocate during daily stand-ups and sprint planning
- Served as a leader for the UX team, providing feedback on strategy, user research, deliverables, and design ideas

Adobe Systems Incorporated San Francisco, CA  
*XD Experience Researcher* June 2009 – July 2010

- As a member of the Experience Design Customer Engagements (XDCE) team, served as the sole user researcher on a team of interactive and visual designers, managers, and engineers
- Conducted usability studies and evaluations on forward-thinking projects with external

- clients, such as the Condé Nast/Wired digital magazine for tablet computers
- Collected stakeholder input in order to design the best user studies possible and presented the results from studies with the goal of maximizing team understanding and benefit
- Assisted the development effort by programming interactive components in ActionScript for both prototype and production versions of the digital magazine application
- As a member of the Flash Builder team, conducted on-site contextual inquiries and usability studies to understand the workflows of software developers

University of Michigan – Prof. Mick McQuaid

Ann Arbor, MI

*Graduate Student Research Assistant, Programmer*

August 2007 – May 2009

- Collaborated closely with Professor McQuaid, researching topics in information visualization
- Studied peer-reviewed articles to determine appropriate algorithms, make implementation suggestions, and help establish project direction
- Designed, implemented, and evaluated new visualization techniques and interfaces using Adobe Flex; performed information analysis and extraction using Perl

Adobe Systems Incorporated

San Francisco, CA

*Experience Design Intern*

Summer 2008

- Conducted phone interviews and remote show-and-tell sessions with software developers
- Synthesized research results and made recommendations that influenced the strategic and design directions of the Flash Builder product line

Washington Group International

Cleveland, OH

*Software Developer*

September 2004 – June 2007

- Developed multi-tiered rich internet applications using Macromedia Flex 1.5 and Adobe Flex 2.0 within a Java enterprise environment
- Configured object/relational mappings with Java using Oracle TopLink and Oracle RDBMS
- Worked as a contributing member of a development team through actively participating in development meetings as well as sharing ideas and critiques with my colleagues
- Created basic interface sketches and design specifications to facilitate team communication
- Received and adapted to input from end-users regarding business goals and application functionality; worked to anticipate the needs of users

Calvin Theological Seminary

Grand Rapids, MI

*I. T. Student Assistant*

September 2003 – May 2004

- Designed and implemented database-driven web applications for the seminary website using HTML and CSS with the Linux/Apache/MySQL/PHP (LAMP) platform
- Configured and administered the organization's Red Hat Linux server, enhancing the mail delivery system and implementing a site-wide solution for unsolicited e-mail
- Used troubleshooting skills to assist users with various tasks, applications, and systems

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## **Volunteer Work**

- Instructed weekly at Valencia Garden's community computer lab, providing one-on-one guidance to senior citizens in San Francisco, August 2009 – February 2010
- Acted as a technical consultant at Greater Cleveland Habitat for Humanity, assisting with computer problems and working as part of a volunteer team to update the organization's website, November 2004 – August 2007
- Served meals weekly at The Spot, a Cleveland homeless shelter for individuals with mental and physical disabilities, October 2004 – June 2007
- Volunteered two to three Saturdays a month at Crown Point Ecology Center's organic farm in Bath, OH. Performed tasks including planting, weeding, harvesting, and assisting with the community supported agriculture program, Summers 2005 and 2006
- Worked as technical consultant and canvass captain with an Ohio gubernatorial candidate's Cleveland campaign office, April 2006 – November 2006