

## EDUCATION

### **Masters of Science in Information, Human-Computer Interaction Track**

University of Michigan in Ann Arbor,  
School of Information

*September 2016 – May 2018 | GPA 4.0/4.0*

- Coursework: Design of Complex Websites, Contextual Inquiry & Consulting

### **Bachelors of Arts in Computer Science; Minors in Art History and English**

Cornell College, Mount Vernon, IA

*September 2012 – May 2016 | GPA 3.90/4.0*

- CS Coursework: Computer Graphics, Algorithms and Data Structure, Database Management, Mobile App Development
- Art Coursework: Drawing, Painting, 3-D

## AWARDS AND HONORS

- Summa cum laude
- Phi Beta Kappa

## RELEVANT SKILLS

- UX: Contextual inquiry, wireframing, user stories & use cases, flowcharts, sitemaps, usability tests, interaction maps, surveys
- Design & Prototyping: Sketch, Axure, Photoshop, InDesign, Balsamiq Mockups, InVision
- Programming Languages:
  - Main: C#, Java, SQL, Python
  - Familiar: C, C++, Javascript, HTML/CSS & JQuery, PHP, Scheme, XML, JSON, assembly language, jinja2
- Software: Eclipse, Visual Studio, MySQL, MS SQL, Android Studio, Git & GitHub
- Frameworks: .NET, Node.js, Django, Google App Engine

## WORK EXPERIENCE

### **Web Content Intern, College of Engineering**

*Spring 2017 | UNIVERSITY OF MICHIGAN-ANN ARBOR*

- Reviewed website's usability & accessibility
- Provided web content support (writing, photo editing, etc.)

### **User Needs & Assessment Research Project**

*Spring 2017 | DETROIT MACHINE TOOLS, Michigan*

- Interviewed users & stakeholders, conducted competitive analysis to investigate problem space
- Designed & distributed survey, completed heuristics analysis, administered usability tests to arrive at findings & recommendations aimed at turning site visits to sales

### **Contextual Inquiry, User Research & Consulting**

*Fall 2016 | STRAWBERRY POS, Ann Arbor, Michigan*

- Investigated and conducted interviews with Strawberry Point-of-sale employees and customers. Recommended solutions to underlying problems with product, sales, customer support, & business model.

### **UX Intern, Solution and Technology Unit**

*Summer 2016 | FPT SOFTWARE, Hanoi, Vietnam*

- Drew wireframes for an Android classifieds app
- Composed user stories, scenarios, and use cases for a completely new type of assistive mobile application for the visually impaired
- Compiled UX reviews, reports, flowcharts, visual navigation maps and sitemaps for multiple applications and websites
- Became proficient with professional prototyping and image editing tools like Photoshop and Balsamiq Mockups

### **Technical Intern, Avionics Emulation Engineering Team**

*Summer 2015 | ROCKWELL COLLINS, Cedar Rapids, Iowa*

- Built dynamic GUI that visualized and controlled driver processing time for airplane emulation software in C#
- Designed new, internal database in Microsoft SQL Server, used for software licensing, and built accompanying GUI.

### **Software Engineering Intern (Engineering Team)**

*Summer 2014 | FPT SOFTWARE, Hanoi, Vietnam*

- Built GUI components for a C# word-processor which had to handle shooting scripts for the BBC
- Incorporated and studied from open-source projects
- Learned professional coding and developing practices, including Scrum development methodology