Suzanne Hillman

Waltham, MA · 617-275-3466 · suzanne.hillman@gmail.com · LinkedIn · Portfolio · Research Papers

Detail oriented without perfectionism · Technically fluent · Clear communication of complex topics

Summary

I am a mixed-methods user researcher with a strong technical background, well-developed communication skills, cross-functional collaboration expertise, and a team player with unassuming leadership qualities. I am skilled with usability testing, generative research, and developing a rapid understanding of my teams' work and using that to develop user insights that go beyond an individual study. I focus on understanding the overarching needs and goals of the business to better align my work with the needs of the company and improve alignment while being sure to keep the needs of the user at front of mind. I develop insights and recommendations based on my understanding of the technical, business, and user constraints.

Experience

Indeed | Remote   2021-2023
Contract Associate UX Researcher
Collaborated on 20+ iterative rapid research sessions with a wide variety of teams, was embedded in the trust & safety anti-fraud team, then partnered with a senior UXR for implementing research requests prioritized based on business impact. I explored the context around each team's request to provide valuable insights and recommendations to support broader implications than individual research studies.

Ancillary Services Management | Remote   2019-2021
UX Consultant
Collaborated with developer and product manager to support onboarding of new users through 3 internal interviews and participatory design meetings, resulting in a clearer understanding of existing use cases and how to translate those outside the company.

GitLab | Remote   2018
Volunteer UX Researcher
Collaborated on accessibility review efforts by categorizing 92 existing issues then identifying and prioritizing 50 accessibility issues through the use of the AXE plugin to support improvement to product accessibility.

Fedora Project | Remote   2016-2017
UX Research and Interaction Design Apprentice
Collaborated with developer, team lead, and UX lead to add location-based functionality to a developer tool using a multi-pronged research approach including competitive analysis, 7 generative & 5 evaluative studies, and a survey. I synthesized the results of the research, made recommendations, and created a prototype from those recommendations to evaluate feasibility and usability.

Skills

UX Methods*:* Usability testing, exploratory research, competitive analysis, card sorting, tree testing, surveys, affinity mapping

Research and Prototyping Tools*:* Balsamiq, Miro, Reduct, Dovetail, Figma, UserTesting.com, Optimal Workshop

Data analysis*:* R studio, JASP, Excel

Technical Background: Cybersecurity, Linux

Education

Bentley University McCallum Graduate School of Business, Waltham, MA   2024

Masters of Human Factors in Information Design | GPA 3.91

Key Coursework: Measuring the User Experience, Field Methods

- Led open card sorting and tree testing for Information Design improvements in a web application, analyzing 65 cards and 28 participants then a tree test with 35 participants.
- Collaborated with stakeholders to assess undergraduate onboarding experiences through triangulation of student interviews and IT ticket analysis to compensate for the retrospective timing of the study

Brandeis University, Waltham, MA

Masters of Social Psychology

University of New Hampshire, Durham, NH

Bachelors of Computer Science