

SUZANNE HILLMAN

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TECHNICAL EXPERIENCE

Fedora Project - *UX Intern through Outreachy* (Oct 6, 2016-March 6, 2017)

Regional Fedora Hubs - Encouraging Fedora community members to meet face-to-face.

- Competitive analysis of Ubuntu's LoCo, Meetup.com, CitySocializer, and BigTent.
- Remote user interviews to identify current practices.
- Summarized and discussed interview results, collated questions from interviews, performed affinity mapping and prioritization on those questions with mentor.
- Brainstorming and deep dive session on the two high priority groupings. Concluded that one of the two was insufficiently well-specified to be practical at that time. Continued with detailed discussion and brainstorming on the other group.
- Created mockups after brainstorming to illustrate our ideas.
- Multiple discussions around collecting and use of location information to identify our goal for and relevant constraints around that information.
- Ran developer feasibility session for existing mockups.
- Ran, transcribed, and summarized remote usability sessions with mockups.
- Created and deployed survey to identify social media and photo sharing platforms to integrate with Hubs.
- Preliminary analysis of results of usability sessions with mentor.

Hillman Consulting - *Independent UX Consultant* (2016 - Current)

- **Cambio Buddies** - a website to enable cash currency exchange between individuals who have or need cash in a foreign currency.
 - Discussed goals of project.
 - Competitive analysis to determine feasibility.
 - Ad hoc personas to identify potential users, and conducted user interviews.
 - Compiled and analyzed information from those interviews, and used the results to create a paper prototype and improve the accuracy of the personas.
 - Ran user prototyping session, compiled and analyzed that data, and discussed the results.
 - Refined the design based on the research results.
 - Created and delivered a Balsamiq prototype.
- **Hack the Forms** - Redesigned forms for Veteran mental health care, as part of #HackTheForms Hack Day at Mad*Pow.
 - Team noticed a lack of sympathy for the veterans' experiences with the form.
 - We discussed the VA's constraints and goals with the attending VA professionals.
 - We identified and listed necessary sections, and sketched a preliminary design on a whiteboard.
 - We identified pain points with veteran who had experience with the forms, adjusted the questions to better reflect the needs of both veterans and VA professionals, and clarified instructions and provided better context for the questions.

- I added copy to make it clearer why we were asking for specific information, and to make explicit that we realized that this was a difficult form to complete.
- We presented our design to the assembled hackathon participants.

Tufts University - Graduate Researcher (2013 - 2015)

- Trained and supervised undergraduate research personnel as they performed literature searches and implemented studies. Wrote research protocol for personnel to follow while running studies. Established and documented protocols for data transcription and coding.
- Mentored junior graduate student in creating and using behavioral and eye-tracking protocols for a study leading to a Master's thesis.
- Designed, planned, piloted, and executed a study about the effects of conversational partner on gesture and speech of participants explaining to a human or a robot how to navigate a map.
- Pre-processed and analysed preliminary speech and gesture data using SPSS, Nvivo, and Microsoft Excel. Wrote a research paper and gave a presentation based on those results.

Red Hat, Inc - Software Quality Assurance Engineer and Bug Triager (2003 - 2010)

- Triaged incoming bugs for two years; QA lead on an update release during that time. Part of the Desktop QA team for 5 years.
- Part of a team assembled to improve the user experience and usability of bug reporting tools, contributed experience with those tools and relevant knowledge from interactions with users.
- Documented testing methods, processes, procedures, and test plans.

Education

Human-Centered Design: An Introduction by University of California, San Diego on Coursera, 2016

Design Principles: An Introduction by University of California, San Diego on Coursera, 2016

Information Design by University of California, San Diego on Coursera, 2016

Brandeis University, Waltham, MA - *MA in Psychology*, 2012

University of New Hampshire, Durham, NH - *BS in Computer Science*, 2001

Key Qualifications

- Design work guided by
 - Familiarity with web and mobile accessibility
 - Familiarity with major computer (Windows, Mac OS, and Linux) and smartphone (iOS, Android) operating systems
- Common language with other stakeholders provided by
 - Programming fundamentals (C, HTML, CSS) knowledge
 - Background in quality assurance
 - Experience with cross-functional work groups
- User research skills and background
 - User interviews, user prototyping, analysis, affinity mapping
 - Psychology research
 - Mobile eye tracking (SMI Experiment Suite™ 360°)
 - Microsoft Office (Excel, Powerpoint, and Word)
- Interaction Design tools
 - Balsamiq, Powerpoint, Inkscape, Google Drawing