

SUZANNE HILLMAN

suzannehillman.com/portfolio
[linkedin.com/in/hillmansuzanne](https://www.linkedin.com/in/hillmansuzanne)

(617) 275-3466
shillman@suzannehillman.com

TECHNICAL EXPERIENCE

Fedora Project - *UX Researcher and Interaction Designer* (Oct 6, 2016-March 6, 2017)

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

- **Discover:** Competitive analysis, constraint identification, user interviews, synthesis, analysis through affinity mapping and prioritization.
- **Explore:** Brainstorm and deep dive on highest priority categories, create mockups to illustrate ideas, design review and discussion.
- **Test:** qualitative usability testing and analysis.
- **Listen:** survey to identify social media and photo sharing platforms to integrate with Hubs.

Hillman Consulting - *UX Researcher and Interaction Designer* (Feb 2016 - Current)

- **Cambio Buddies** - a website to enable cash currency exchange between individuals who have or need cash in a foreign currency.
 - **Discover:** Stakeholder interview, competitive analysis, ad hoc personas to identify potential users, user interviews.
 - **Explore:** Create paper prototype, improve the accuracy of personas, test paper prototype with user, design review and discussion, create and deliver a Balsamiq prototype.
- **Hack the Forms** - Redesigned forms for Veteran mental health care, as part of #HackTheForms Hack Day at Mad*Pow.
 - **Discover:** Understand existing forms, learn the VA's constraints and goals, identify pain points with user.
 - **Explore:** identify necessary sections, sketch a possible design, adjust and move copy to provide better context for the questions and indicate that we realized that this was a difficult form to complete.
 - We presented our final 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 (2003 - 2010)

- QA lead on an update release, 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.
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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, Axure, Invision, Sketch