

PROFILE:

HCI Masters student with strong technical background and passion for working with users seeks full-time User Experience Researcher position starting May 2010.

UX METHODS:

- Usability testing
- Remote user testing
- Personas & Scenarios
- Quantitative analysis
- Diary studies
- Survey design
- Contextual inquiry
- Ethnography
- Data mining/analysis
- Paper prototyping
- Wireframing
- Heuristic evaluation
- Website analytics
- Cardsorting

PROGRAMMING:

- Perl
- Python
- PHP/MySQL
- HTML, CSS, Javascript
- Java, C++

SOFTWARE:

- SPSS
- R
- Morae & UserVue
- Axure
- Omnigraffle
- Illustrator & Photoshop
- InDesign

RELEVANT COURSEWORK:

- User Research Methods
- Data Analysis
- Contextual Inquiry
- Statistics
- Information Visualization
- Network Analysis
- Info-Seeking Behavior
- Interaction Design
- Mobile Interaction Design
- Graphic Design
- Online Communities
- Recommender Systems

EDUCATION:

University of Michigan – Ann Arbor, MI expected Dec. 09
Master of Science – Human-Computer Interaction and Social Computing
Honors: SI Merit Scholarship, 1st place Social Computing project award

Iowa State University – Ames, IA Dec. 07
Bachelor of Science in Computer Science and Psychology
Honors: National Merit full-tuition scholarship, Google Anita Borg Scholarship finalist, Student Government Member of the Year Award
Study Abroad, University of Wales – Swansea, Spring 2007

WORK EXPERIENCE:

TechSmith Corporation – Okemos, MI *UX Research Intern*, May-Aug 08 & 09

- Planned and conducted user research for several product teams; methods included lab usability testing, remote testing, diary studies, and surveys
- Developed recommendations based on test results, and worked with teams to collaboratively reach solutions to larger usability issues
- Launched a self-initiated project to analyze the quantitative usage data collected by Snagit and turn it into actionable insights about users
- Facilitated the creation of personas with several cross-functional teams

University of Michigan Library – Ann Arbor, MI – *UX Intern* Jan-May 08

- Analyzed server logs and Google Analytics, conducted a survey and completed a competitive analysis to inform redesign of library website

Wells Fargo – West Des Moines, IA – *UX Intern* Jun-Aug 07

- Created a style guide and personas, and made purchasing decisions about software and equipment for use in a new usability lab

IBM Corporation – Rochester, MN – *Intern* May-Aug 06

- Designed the interface for a database optimization tool and conducted internal, informal usability tests for each design iteration

NIST – Gaithersburg, MD – *NSF REU Program Summer Intern* May-Aug 04

- Collaborated with government usability scientists on a speech recognition project to create transcripts of audio recorded during usability testing

PROJECTS: *(details and more projects at debralauterbach.com)*

TreasureHunter: 1st place project, CHI 2009 Student Design Competition

- Employed an iterative user-centered design process to create an online community to support the finding of items in thrift stores in the local community; led group in the contextual inquiry and user testing phases.

Remote User Testing of the Global CouchSurfing.com Online Community

- Worked with a remote team to plan the protocol, recruit 15 users from 15 countries, and conduct the sessions remotely using screen-sharing. Results helped to prioritize development and improve the site's messaging.

Quantitative and statistical analysis of CouchSurfing.com social network

- Analyzed data from a 1.5MM-member online community to answer research questions about their reputation system. Paper was accepted to IEEE Social-Com 2009 conference (acceptance rate: 9%)

PROFESSIONAL ACTIVITIES

- Executive board for SOCHI (Student Org. for Computer-Human Interaction)