

Human-Computer Interaction • User Experience • User Centered Design

EDUCATION

University of California, Berkeley

Masters of Information Management & Systems, Focus on HCI, 2008

Excelsior College, Albany, NY

Bachelor of Science, Liberal Studies, 2005

Defense Language Institute, Monterey, CA

Associate of Arts, Russian, 2004

SELECTED COURSEWORK

User Interface Design and Development, Spring 2007

Instructor: Marti Hearst

Needs and Usability Assessment, Fall 2007

Instructor: Nancy van House

Strategic Computing and Communications Technology, Spring 2007

Instructor: Hal Varian

SELECTED PROFESSIONAL EXPERIENCE

Bolt | Peters, User Experience Researcher, 2007 – 2009

Conduct user research. Perform analysis and report on major and minor usability issues in software, web sites and web applications. Clients have included Blue Shield, AAA, Esurance, UCSF Medical Center, and Sony.

United States Navy, Intelligence Analyst, 2002 – 2006

Performed intelligence analysis on assignment to the National Security Agency. Supervised a team of 12 linguists performing intelligence work in multiple areas. Independently identified material weaknesses within departmental processes, responded by implementing new technology to guarantee full coverage of mission requirements. Conducted training of staff and new hires. Designed and maintained the front-end of multiple internal websites, providing interface to all intelligence agencies.

PROFICIENCIES

Software:

Adobe Photoshop, Adobe Illustrator, Macromedia Dreamweaver, Adobe Acrobat, Microsoft Office

Programming:

Proficient with Java, HTML, XML, familiarity with PHP

Languages:

Fluent in Russian, Spanish

SECURITY CLEARANCE

Active Top Secret/SCI/TK Clearance (expires 2013)

Agency Special Background Investigation (re-issued May 2008)

Passed Counter-Intelligence Polygraph Examination (completed on 28 May 2003)