

ALANA PECHON

RESUME

PROFILE

I am a part-time geek, full-time book-worm, would-be entrepreneur, erstwhile pilot, occasional spy, racing sailor, and travel addict.

My chief obsession is people's experiences as they interact with objects, services, and technology. I absolutely love moderating research sessions, because I often think I know what my subjects are going to say, and yet they always seem to come up with something surprising. Every. Single. Time. Connecting deeply with people to figure out their needs (even if they don't fully recognize them) is only part of the challenge, though, and sets up my other favorite part. I love to take those surprises and turn them over and over in my head until it all makes sense, and I can pass that insight on to my team. If I do it right, the story I tell seems obvious (the way most insights do). I try very hard to do it right.

SELECTED EXPERIENCE

Linguist / Manager, United States Navy

Dublin, CA; 2006-present

Currently manage a team of 14 linguists performing analysis of Top Secret classified intelligence materials. Plan and coordinate allocation of resources to meet mission objectives, ensuring high-quality reporting to top-level executives at various national security agencies. Active TS/SCI clearance.

User Experience Researcher, Bolt | Peters

San Francisco, CA; 2007-2009

Consulted on web and software technologies, serving as principal liaison and lead researcher for clients from a diverse variety of industries. Designed qualitative and quantitative research methodologies to analyze user needs and pinpoint problem areas for improved functionality. Developed and presented actionable recommendations for solutions and enhancements. Cultivated long-term relationships with customers including HP, Wikipedia, Metaweb, Autodesk, Sony, UCSF Medical Center, Mint.com, Ask, and EA Games.

Ethnographer, UC Berkeley Information Services & Technology

Berkeley, CA; 2008

Collaborated on design of research protocol to identify the needs of various campus roles in relation to communication and information sharing technologies. Carried out field interviews of students, teachers and administrators. Produced documentation and analysis of current technology usage in preparation for system-wide overhaul.

Intelligence Analyst, United States Navy

Fort Meade, MD; 2002-2006

Performed intelligence analysis on assignment to the National Security Agency. Collaborated over a period of years with a cross-agency team of multi-national intelligence experts, representing a unique array of skill sets and responsibilities. Upon joining the team, independently identified material weaknesses within departmental processes; responded by researching new technology tools, and adapting them to supplement existing methods, providing efficient and complete coverage of mission requirements. Conducted training of staff and new hires. Designed and maintained the front-end of multiple internal knowledge bases.

EDUCATION

School of Information, University of California, Berkeley, CA

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

Excelsior College, Albany, NY

Bachelor of Science, Liberal Studies, Focus in Russian, 2005

Defense Language Institute, Monterey, CA

Associate of Arts, Russian, 2004

PROFICIENCIES

Tools

OmniGraffle, Adobe Creative Suite (Illustrator, Photoshop), UserZoom, Ethnio, MS Office, Apple iWork, Sony Vegas. Basically, office productivity and prototyping stuff. Plus, I'm a quick study.

Programming

Experience with Java, HTML, XML, and PHP. Disclosure: I can hack something together in a pinch, and converse intelligently about what someone else has written, but please don't mistake me for a coder.

Languages

Fluent in Russian and Spanish (and English, in case that's not clear).

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