

**OVERVIEW: A trained usability researcher with 4.5 years of usability experience seeks a Usability Specialist / Human Factors Engineer position**

**PROFESSIONAL EXPERIENCE**

**Graduate Research Assistant, Interactive Systems Research Center, UMBC, 06/00 – 07/07**

- *Usability Research Assistant*, The International Children's Digital Library Online Communities, 01/05 – 07/07
  - Evaluated an international online community prototype
  - Designed weekly research protocol, led data collection sessions, and administered usability evaluation: Conducted user interviews and surveys, observed, and recorded users' interactions with the system
  - Coordinated data collection in three countries and conducted data analysis
  - Prioritized and presented usability findings and made design recommendations to the developers
  - Published the research findings in the journal *Interacting with Computer*
- *Focus Group Moderator and Research Assistant*, Investigating Gender-Based Differences in Perception and Use of I.T. as Factors in I.T. Career Choice Project, 01/05-07/06
  - Led focus groups with US middle school students to study their technology usage
  - Trained the students on creating video self-documentaries about their daily technology usage and interviewed them on their experience
  - Processed and analyzed focus group, interview, and video self documentary data
  - Published and presented the findings at *the ACM Conference on Human Factors in Computing Systems '06*
- *User Requirements Researcher*
  - Observed and interviewed people from the US and China on their information seeking and online chatting behavior, 01/03-12/04
  - Designed surveys to learn how software maintainers gathered information on the systems that they were maintaining and analyzed the data using NVivo (qualitative research software), 06/00-01/02
- *Teaching Assistant and Research Supervisor*
  - Co-taught an Information Architecture course IS387: Web Content Development, Fall 06 & Spring 07
  - Taught "Creating Web Pages with HTML" for course IS403: User Interface Design, Fall 04
  - Taught "VBA for Modelers: Developing Decision Support Systems with Microsoft Excel", Spring & Fall 03
  - Supervised other research assistants in usability sessions and other projects, 01/05-06/07
  - Supervised UMBC's Research Experiences for Undergraduates (REU) students in the HCI area, summer 04 & 06

**Executive Assistant, Beijing Representative Office, Pliva d.d., Zagreb, Croatia, 05/96 – 07/98**

- Served as liaison with clients, embassies, and government departments
- Edited and translated English-Chinese business correspondence

**EDUCATION**

- **Ph.D.** in Information Systems, University of Maryland Baltimore County (UMBC), GPA 4.0/4.0, May 2008  
Research area: Human-computer Interaction (HCI)
- **M.S.** in Information Systems, UMBC, GPA 4.0/4.0, January 2002
- **M.A.** in Intercultural Communication, Department of Modern Languages & Linguistics (MLL), UMBC, GPA 3.9/4.0, May 2000

**SKILLS**

- Excellent interpersonal, written, and oral communication skills
- Experience and familiarity with various user-centered design and evaluation techniques (e.g., contextual inquiry, interview, "think-aloud" protocol, focus group, survey, and lab-based usability testing)
- Advanced computer skills and proficiency with HTML, Java, Visio, Photoshop, NVivo, SPSS, and MS Office