

Sara Lorien Smith

User Experience Design

79 Forest Road Felton, CA 95018

Summary

Recent HCI graduate seeks to apply her extensive knowledge of technology and human behavior to creating positive user interactions with technology. One year UE experience, and ten years in IT systems support. Excellent design, research, and writing skills. Demonstrated creativity, problem solving, resourcefulness, project management, ability to quickly learn and apply new technologies, empathy and intuition for end user challenges, and a passion for simplifying technology use where possible.

Technologies

Adobe Creative Suite
(Dreamweaver, Flash, Photoshop, Illustrator)
XHTML, CSS
FlashLite
Wordpress
Joomla
Camtasia Studio
Apache, PHP, MySQL - minimal

Contact

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Education

[Rensselaer Polytechnic Institute](#) 2008
MS – Human Computer Interaction, GPA – 3.88

[Franklin University](#) 2006
BS – Information Technology, GPA – 3.5
Minor in Digital Communications

[Foothill College](#) 2004
AA – Social Science

Professional Experience

Web Designer/Developer 5/2009-present
[Sapient Design](#) (freelance)

User Researcher 3/2007-1/2008
[Cisco](#), Voice Technology Group (contract)

Collaborated with design team to determine research goals; then planned, recruited for, conducted, and analyzed results of think-aloud user sessions using both high-fidelity and paper prototypes. Created screeners and questionnaires. Performed heuristic analyses, authored research reports, and participated in design reviews. Created wireframes for next-generation desk phone UI.

IT/Systems Support 9/1997 – 8/2006
Various Companies, see below

For over ten years, I worked in a variety of IT support and administration roles at companies including non-profits, tech startups, and large enterprises. Listed below are some highlights from these positions.

Project Management

- + Planned, coordinated, scheduled, and implemented site-wide computer refresh, as well as numerous server, desktop, application, and email migration projects.

UI Methods

Wireframes
Storyboards
Use Cases
Personas
Task Analysis
Prototyping (low & hi-fi)
Web Design and Construction
Qualitative User Research
Heuristic Evaluation

Keywords

Interaction Design, UE, UI, HCI,
User Experience, Usability, Web
Design, User Research

IT/Systems Support Employers

7/2005-8/2006
IT Coordinator/Webmaster
[Child Advocates](#)

3/2002-8/2005
Network Administrator
[Notre Dame High School](#)

9/2001-3/2002
IT Specialist
Tularik (contract)

4/2001-6/2001
Network Administrator
[Ensera Inc.](#)

10/2000-12/2000
User Support Supervisor
[Red Herring Communications](#)

2/2000-10/2000
Systems Administrator
[Findlaw](#)

5/1999-2/2000
Migration Specialist
[Lockheed Martin](#) (contract)

9/1997-4/1999
Desktop Support/Move Coordinator,
[EDS](#)

6/1995-8/1997
Project Coordinator, HCI Team
[Apple Computer](#)

- + Led website transition projects and beta testing/bug fixing process

Web maintenance and development

- + Served as webmaster for 3+ years, responsible for security, backups, data integrity, and performance of websites
- + Customized and implemented a web based help desk system using SQL backend
- + Developed and maintained a departmental Intranet site
- + Edited and added content to existing websites. Created and optimized graphics.
- + Designed website with database integration for evaluating and tracking software submissions for Human Interface Design Awards

Technical Writing

- + Authored Help Desk knowledge base articles and prepared training materials
- + Documented server and desktop configuration and procedures.

User experience

- + Designed and deployed custom user profiles across 200+ campus computers to ensure consistent user experience and network access regardless of location
- + Modified interfaces for databases and websites to simplify usage for the end user

Custom Solutions

- + Created relational database system to track projects, expenses, purchasing, and consultants for busy development team

Systems Administration/Desktop Support/User Training

- + Migrated office from Mac OS X to Windows XP and setup temporary cross-platform file-sharing, network printing, and database access during transition
- + Implemented spam and firewall policies to protect email and network
- + Provided day to day support for 650 users on 200 computers and 12 servers
- + Delivered training classes and one to one tutorials on software, email, and networking topics
- + Created scripts to automate tasks such as account creation and printer setup

A detailed chronological view of these positions is available on request

Volunteer Experience

2005 – present [Lyric Theatre of San Jose](#)
Webmaster/Designer, Board, Producer, Marketing