

SUZANNE HILLMAN

suzannehillman.com/portfolio
linkedin.com/in/hillmansuzanne

(617) 275-3466
suzanne.hillman@gmail.com

KEY QUALIFICATIONS

User research skills and background

- User interviews, prototyping, usability sessions, affinity mapping, TreeJack, OptimalSort, UserTesting.com
- Psychology research
- Mobile eye tracking (SMI Experiment Suite™ 360°)

Interaction Design tools

- Balsamiq, Invision, Miro, Reduct, Figma

Design work guided by

- Awareness of web and mobile accessibility
- Familiarity with Windows, Mac OS, Linux, iOS, and Android

Common language with other stakeholders provided by

- Computer science undergraduate degree
 - Quality assurance background
-

TECHNICAL EXPERIENCE

Indeed - Associate UX Researcher (November 2021-current)

- **Discover:** Learn about Indeed processes, products, and background. Identify holes in those products based on employer jobs to be done (JTBD) needs.
- **User Feedback:** User interview prep and moderation through UserTesting.com and internal resops team. Interviews include learning about the problem space and validating mockup designs.
- **Collaboration:** Stakeholder kickoff meetings to understand research needs. Working with other researchers as relevant to the project. Ongoing feedback to stakeholders of interview highlights and discussion of adjustments needed after initial interview. Readout reports through writing and presenting slide decks.
- **Explore:** Analysis and synthesis with Reduct, Miro, & spreadsheets.

ASM - UX Consultant (September 2019-September 2021)

- **Discover:** Learned about ancillary services management for rental and condo spaces and the use and design of a web-based enterprise tool for tracking agreements, services, providers, properties, and clients.
- **User Feedback:** Performed internal user interviews to understand the problem space and experience of using the tool, with a goal to offer the tool as a SaaS product to their clients in the future.
- **Collaboration:** Created mockups to explain the issues and explore possible solutions with the developer and product manager. Conversation and participatory design with developer and product manager to understand constraints and feasibility, explained best practices around problems and possible solutions, and improved the usability of the tool.
- **Explore:** Synthesis and analysis of the interview information, tracked issues of various types in order of complexity and whether additional research was needed.

Red Point Positioning - *UX Design Consultant* (October 2018-March 2019)

- **Discover:** Learned about real-time locating systems (RTLS) and the use and design of both a web-based and a desktop application with a focus on the web-based application. Explored data visualization good practices.
- **User Feedback:** Conducted user interviews where possible, and created alignment personas to clarify the in-house understanding of users and customers. Performed qualitative usability testing with internal users.
- **Collaboration:** Stakeholder interviews to understand the problem space, customer, and user needs. Discussion with development, product owner, and product manager to understand constraints and feasibility.
- **Explore:** Affinity mapping of user data, created mockups and medium-fidelity prototypes based on user data, best practices, and discussions with internal folks.

GitLab - *Volunteer UX Researcher* (October 2018-December 2018)

- **Discover:** Reviewed and categorized accessibility issues in GitLab, identified solved issues.
- **Explore:** Understand VPAT categories, specifically from the [508 edition](#). Translated between existing issues and those categories, and reorganized the issues accordingly. Suggested priorities for VPAT category resolution. Identified irrelevant sections.
- **Test:** Used [AXE plugin](#) for both Firefox and Chrome to review GitLab's conformance to the VPAT, specifically for non-text content; info and relationships; keyboard; name, role, value; contrast; and language of parts. Entered issues as relevant.

Fedora Project - *UX Researcher and Interaction Designer* (Oct 2016-March 2017)

Regional Fedora Hubs - Encouraging Fedora community members to meet face-to-face.

- **Discover:** Competitive analysis, constraint identification, user interviews, synthesis, analysis through affinity mapping and prioritization.
- **Explore:** Brainstorm and deep dive on highest priority categories, created mockups to illustrate ideas, design review and discussion.
- **Test:** Qualitative usability testing and analysis.
- **Listen:** Survey to identify social media and photo sharing platforms to integrate with Hubs.

EDUCATION

MA in HFID, in process, started 2022 - Bentley University, Waltham, MA

MA in Psychology, 2012 - Brandeis University, Waltham, MA

BS in Computer Science, 2001 - University of New Hampshire, Durham, NH

Human-Centered Design: An Introduction by University of California, San Diego on Coursera, 2016

Design Principles: An Introduction by University of California, San Diego on Coursera, 2016

Information Design by University of California, San Diego on Coursera, 2016

UserTesting Foundational Certificate by UserTesting, 2022