

Suzanne Hillman

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SUMMARY

User experience researcher with unique background in human factors, computer science, and psychology. Expertise in bridging the gap between technical and non-technical stakeholders and simplifying complex technical concepts to guide user interviews.

SKILLS

Technical: Balsamiq, Miro, Reduct, Dovetail, Figma, UserTesting.com, Optimal Workshop, Microsoft Office Suite, Google Office Suite, Linux, Cybersecurity, R Studio

Analytical: Generative and evaluative interviews, competitive analysis, qualitative coding, card sorting, tree testing, surveys, affinity mapping

PROJECTS

Planted In UX | Graduate Course: Measuring the User Experience Spring 2024

- Optimal Workshop open card sort with 65 cards & 28 participants; 10 hierarchical cluster analyses (HCA) in R Studio
- Optimal Workshop tree test with 35 participants; analyzed performance metrics for time on task, lostness, success rates, and perceived effort using R Studio, JASP, and Excel

Undergraduate Onboarding Experience | Graduate Course: Field Methods Fall 2022

- 4 stakeholder interviews supporting 13 generative retrospective interviews about Bentley undergraduate onboarding experiences
- Dovetail codes used in affinity mapping to identify 6 major themes; analyzed 642 IT tickets to compensate for retrospective perspective
- Slides presented to stakeholders; stakeholders provided with slides and long-form report

EXPERIENCE

Indeed | Remote 2021-2023

Contract Associate UX Researcher

- Supported 20+ teams in running 50+ studies via UserTesting.com and internal ResOps team
- Moderated kickoff meetings; provided interview highlights and presented slides to stakeholders
- Analysis & synthesis using Reduct, Dovetail, Miro, & spreadsheets via affinity mapping & rainbow spreadsheets

Ancillary Services Management | Remote 2019-2021

UX Consultant

- Supported onboarding of Foliedge through 3 internal interviews to understand use cases, participatory design meetings with developer and product manager to explore effective solutions using Balsamiq and Miro

GitLab | Remote 2018

Volunteer UX Researcher

- Executed accessibility review using edition 508 VPAT
- Categorized 92 existing issues and defined 50 additional issues using AXE plugin for Firefox & Chrome

Fedora Project | Remote 2016-2017

UX Research and Interaction Design Apprentice

- Supported Fedora community member onboarding & in person interactions via Regional Fedora Hubs tool
- Affinity mapping to identify & prioritize problem categories; created mockups to evaluate feasibility and usability
- Competitive analysis to support 7 generative & 5 evaluative studies; conducted social media survey

EDUCATION

Bentley University McCallum Graduate School of Business, Waltham, MA 2024

Masters of Human Factors in Information Design | GPA 3.91

Brandeis University, Waltham, MA

Masters of Social Psychology

University of New Hampshire, Durham, NH

Bachelors of Computer Science