

# Suzanne Hillman

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## SUMMARY

Master's candidate in Human Factors in Information Design parlaying an academic background in psychology with 15+ years of experience in the tech industry and 8 years of experience in user research. I excel at 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

*Analytical:* Generative & evaluative user interviews, competitive analysis, qualitative coding, card sorting, tree testing, surveys, affinity mapping, linking business context to content design

## PROJECTS

**Planted In UX** | Graduate Course: Measuring the User Experience January 2024-May 2024

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

**Undergraduate Experience** | Graduate Course: Field Methods September-December 2022

- 4 Stakeholder interviews to support 13 generative retrospective interviews about Bentley undergraduate onboarding experiences
- Affinity mapping using Dovetail inductive codes to identify 6 major themes; analyzed 642 IT tickets to compensate for retrospective perspective
- Provided slide readout and long-form report to stakeholders

## EXPERIENCE

Indeed | Remote November 2021-August 2023

### **Contract Associate UX Researcher**

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

Ancillary Services Management | Remote September 2019-September 2021

### **UX Consultant**

- Supported onboarding of Foliedge through 3 1-on-1 internal interviews to understand use cases & participatory design meetings with developer and product manager to explore effective solutions using Balsamiq and Miro

Gitlab | Remote October 2018 – December 2018

### **Volunteer UX Researcher**

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

Fedora Project | Remote October 2016-March 2017

### **UX Research and Interaction Design Apprenticeship**

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

## EDUCATION

Bentley University McCallum Graduate School of Business, Waltham, MA December 2024  
**Masters of Human Factors in Information Design** candidate | GPA 3.91

Brandeis University, Waltham, MA December 2012  
**Masters of Social Psychology** | GPA 3.83