

# SUZANNE HILLMAN

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## SUMMARY

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I am a user experience researcher - formerly a Linux software tester - who is focused on helping make non-consumer tools easier to use and understand. I have a strong interest in improving the accessibility of available tools.

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## KEY QUALIFICATIONS

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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

User research skills and background

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

Interaction Design tools

- Balsamiq, Invision, Miro

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## TECHNICAL EXPERIENCE

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**ASM - UX Consultant (September 2019-Current)**

- **Discover:** Learn about ancillary services management for rental and condo spaces and the existing use and design of a web-based enterprise tool for tracking agreements, services, providers, properties, and clients. Internal user interviews to understand both 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.
- **Explore:** Synthesis and analysis of the interview information, tracking issues of various types in order of complexity and whether additional research is needed. Create mockups to explain the issues as well as to explore possible solutions with the developer and product manager. Ongoing conversation and participatory design with developer and product manager to understand constraints and feasibility, explain best practices around problems and possible solutions, and improve the usability of the tool.

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

- **Discover:** Learn about real-time locating systems (RTLS) and the existing use and design of both a web-based and a desktop application with a focus on the web-based application. Explore data visualization good practices. Stakeholder interviews to understand the problem space, customer, and user needs. Conduct user interviews where possible, and create alignment personas to clarify the in-house understanding of users and customers.

- **Explore:** Affinity mapping of user data, creating mockups and medium-fidelity prototypes based on user data, best practices, and discussions with internal folks. Discussion with development, product owner, and product manager to understand constraints and feasibility.
- **Test:** Qualitative usability testing and analysis.

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

- **Discover:** Review and categorize existing accessibility issues in GitLab, identify solved issues.
- **Explore:** Understand VPAT categories, specifically from the 508 edition. Translate between existing issues and those categories, and reorganize the issues accordingly. Suggest priorities for VPAT category resolution. Identify irrelevant sections.
- **Test:** Use 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. Enter 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, create 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.

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## EDUCATION

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*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