

Jennifer L. Allen

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Career Objective

I seek to obtain a position that utilizes my diverse and extensive skills in human-centered user experience design.

Education

Indiana University, Bloomington, IN 2009

Masters of Science, Human Computer Interaction/Design

Indiana University, Bloomington, IN 2002

Bachelor of Arts, Computer Science

Indiana University, Bloomington, IN 1994

Bachelor of Arts, Anthropology and Psychology

Highlighted User Research and Design Projects

The Beacon, Master's Thesis

I conducted extensive primary and secondary research regarding sustainable transportation, ridesharing, and dynamic ridesharing. I designed a mobile phone application that reduces traffic congestion in large urban environments by facilitating a safe, efficient, and reliable dynamic ridesharing experience for the user.

Research and Design Methods: literature review, interviews, fly-on-the-wall observation, national online survey, rapid ethnography, cross-cultural comparison, body storming, exemplars, sketching, storyboarding, scenarios, concept testing, information architecture, prototyping, cognitive walkthrough, usability testing using qualitative and quantitative analysis

GoGrocery, finalist at Usability Professionals Association Design Competition, 2009

My team and I designed a community owned door-to-door transportation service that enables people living in the same apartment community to collectively make trips to nearby grocery stores. The design re-conceptualizes a ubiquitous form of transportation to enable an auto-free, and thus more sustainable lifestyle.

Research and Design Methods: literature review, interviews, rapid ethnography, online survey, fly-on-the-wall observation, affinity diagramming, sketching, scenarios, information architecture, concept testing, prototyping, cognitive walkthrough, usability testing using qualitative and quantitative analysis

GroceryMate, finalist at ACM's SIGCHI Design Competition 2008

My team and I conducted primary and secondary research and designed a grocery shopping assistance device that utilizes persuasive technology to solicit food donations for the homeless.

Research and Design Methods: literature review, interviews, focus group, contextual inquiry, fly-on-the-wall observation, affinity diagramming, sketching, scenarios, storyboarding, prototyping, cognitive walkthrough, usability testing using qualitative and quantitative analysis

Interaction Design Skills

Human Centered Research Methods: activity analysis, affinity diagramming, body storming, contextual inquiry, cross-cultural comparison, cultural probe, diary studies, empathy tool utilization, fly-on-the-wall observation, focus group, personal inventory, rapid ethnography, scenarios, still-photo surveys, survey and questionnaire design, statistical and quantitative data analysis.

Design Methods: conceptual modeling, experience prototyping, flow analysis, information architecture, low and high fidelity prototyping, participatory design, personas, proof-of-concept, scenarios, sketching, story boarding, and information architecture

Evaluation Methods: cognitive walkthrough, heuristic analysis, think-aloud protocol, usability testing using qualitative and quantitative analysis, scenario testing

Development and Technical Skills

Development: XHTML, HTML, CSS, PHP, Perl/CGI, C++, SQL, UNIX shell programming

Research and Design Applications: Dreamweaver, Flash, Photoshop, InDesign, SPSS, Microsoft Office Suite, Balsamiq, iMovie

Industry Experience

Juniper Networks Inc, Sunnyvale, CA 2010

User Experience Research Intern

- Analyzed the Junos Space software application and identified unique design patterns.
- Developed a Design Pattern Library to assist the Junos Space developers.
- Reviewed and evaluated approximately 900 usability issues with the Junos Space software.
- Designed a template, based on the assessed needs of the user, that provides automated statistical analysis of usability problems of Junos Space software.

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HoosierNet, Inc., Bloomington, IN 2004 to 2008**Board Member**

- With the assistance of other board members, determined the services provided as well as the strategic direction of HoosierNet, Inc., a local non-profit Internet Service provider.
- Provided oversight to the business management practices of the Director of HoosierNet, Inc.

Monroe County Public Library, Bloomington, IN 2003 to 2008**Information Systems Analyst**

- Evaluated and implemented new library software and hardware technology based on the assessed needs of staff and patrons visiting the library.
- Administered and maintained the Integrated Library System (ILS) software which served approximately 80,000 patrons and 150 staff. The ILS is an enterprise system is utilized for all functions related to the library collection. It is used to create and maintain the library collection as well as patron accounts.
- Implemented a new Integrated Library System with a team of library professionals. The implementation of the new system required the creation of new task flows for the staff members and the library patrons.
- Developed SQL code for ongoing reports regarding the library collection.
- Provided network and system administration for Monroe County Public Library and the Ellettsville branch.
- Maintained and administered the library's telephone phone system.
- Led the implementation of a new phone system for the library with a team of specialist that resulted in a significant cost savings for the library. The implementation required the creation of new task flows for the staff members.
- Provided the initial interface redesign of an under-utilized staff intranet website. The redesign resulted in the creation of a highly valuable information resource and the standardization of many library wide tasks.
- Led and participated on committees that directly or indirectly addressed improving the experience of patrons either through alteration of current services or through the creation of new services.
- Diagnosed and resolved system hardware and software problems.
- Trained staff members on software applications.
- Assisted in the creation and maintenance of the public library website.
- Supervised Information Systems department staff in the absence of Information Systems Manager.