

EDUCATION

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| Bachelor of Arts in Sociocultural Anthropology & minor in Digital Humanities
University of California, Los Angeles | Dec 2016 |
| Archaeological Field School in Cangahua, Ecuador
Foothill College | July 2014 |
| Certificate, Cooper Design Leadership Training
Cooper U | Nov. 2013 |
| Certificate, Human Factors Engineering Short Course
University of Michigan, Ann Arbor | June 2012 |
| Associate of Science in Computer Software Development
Foothill College | July 2009 |

RESEARCH EXPERIENCE

- Contextual inquiries, user interviews, formative and summative usability studies, focus groups, and heuristic evaluations.
- Expert user of TechSmith Morae Suite to capture and analyze lab data.
- Ethnographic research in Cayambe, Ecuador.
- UCLA Lemelson Anthropological Honors Program research (2-year program).

SOFTWARE DEVELOPMENT EXPERIENCE

- Programming Languages: Java, C, and Visual Basic.
- Web Development Technologies: JavaScript, HTML, SQL, ASP, IIS, and Microsoft IDEs.
- Web Design Tools: Adobe Dreamweaver, Flash, and Adobe Photoshop.
- Google (Open) Refine, Google Fusion Tables, Gephi.

PROFESSIONAL AFFILIATIONS

- Member, User Experience Professionals Association

VOLUNTEERISM/COMMUNITY SERVICE

- Boys and Girls Club of the Peninsula
- SAP Employee Volunteerism Activities
- UCLA Non-Traditional Students Network

ACADEMIC ACTIVITIES, HONORS, AND AWARDS

- Business & Social Sciences Celebration of Excellence citation at Foothill College
- Member of Gamma Psi Chapter of Tau Sigma National Honor Society at UCLA
- Member of Alpha Lambda Delta and Phi Eta Sigma National Honor Societies
- Member of Golden Key International Honors Society
- Member of UCLA College Honors program
- Member of the Undergraduate Research Scholars Program
- UCLA Lemelson Anthropological Honors Scholar
- Awarded the Frederick R. and Magda Waingrow Research Scholarship
- Awarded the Irving and Jean Stone Honors Programs Research Stipend
- Presenter at the 41st Annual Western Undergraduate Research Conference

EMPLOYMENT HISTORY

UX Design Researcher

Summer 2016

YinzCam

Pittsburgh, PA

Initiated and led the re-design of the YinzCam Content Management System (CMS). Conducted contextual inquiries, user interviews and expert reviews of current system in order to inform the design of a new navigation paradigm, information architecture, interactions model, and design language. This holistic approach resulted in concrete benefits including a potentially measurable increase in the usability and 'learnability' of YinzCam enterprise software.

User Experience Designer

Spring 2016

UCLA GSEIS

Los Angeles, CA

Employed by the UCLA Graduate School of Education & Information Studies to assume responsibility of the redesign of rameshkrishnan.org, back-end security management and administrative maintenance.

User Experience Research Intern

Summer 2015

Consumer Reports

Yonkers, NY

Worked within the Electronics Team employing Agile Software Development to complete Consumer Reports' most significant redesign in more than a decade of their digital offerings. Main responsibilities included usability testing and reporting of consumerreports.org components, and employing Design Thinking to come up with new web applications and millennial engagement initiatives. Other duties included conducting UX Expert Reviews, creating UX personas, designing an internal collaborative framework for the User Research team, and some market research to determine interest in particular topics.

User Experience Researcher

2012 – 2014

SAP Labs, LLC.

Palo Alto, CA

Conducted user research activities on SAP products across three main platforms: Cloud, Mobile, and On-Premise. Primary duties included conducting formative and summative usability studies, ethnographic research, and end-user interviews. Post-research duties included organizing and executing research data analysis and synthesis sessions with product teams, and the communication of findings to all product stakeholders. Conducted research on many SAP products including SAP CRM solutions, BusinessObjects Intelligence Platform, SAP Mobile Platform and mobile enterprise applications. User research often greatly contributed to minimizing product support costs, increase of end-user satisfaction, and the improvement of the overall user experience of SAP products.

Usability Lab Coordinator

SAP Labs, LLC.

2007 – 2012

Palo Alto, CA

Managed the SAP usability lab in Palo Alto, CA. Accomplishments included finishing the design and implementation of usability lab technology. In addition, lab processes, policies and a technical support structure were established under my tenure in this position. Upon completion of goals, the management of the Walldorf usability lab in Germany was transferred to me.

Desktop Analyst Consultant

Spherion

2006 – 2007

Palo Alto, CA

SAP IT support leader for three engineering buildings at the Palo Alto campus. Responsibilities included coordinating laptop upgrades, repairs, and supported campus events including worldwide internal conference calls. In response to exhibiting good work, there was a shift in role to focus on End-User Support for Executive Board members. Acted as the single point of contact in providing 24/7 dedicated IT support for one of SAP's founders, and executive board members.