

# Jordan Sinclair

## User Experience Interaction Design

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## Objective

Seeking a full time position as a User Experience Designer in a creative and collaborative environment that values users and usability.

## Academic

Masters of Human-Computer Interaction - August 2010; GPA 3.66/4.00  
*Carnegie Mellon University - Pittsburgh, PA*

Bachelors of Science in Informatics - June 2009; GPA 3.989/4.000  
Magna Cum Laude, Phi Beta Kappa  
*University of California, Irvine - Irvine, CA*

## Professional

### **Software Support Engineer - MeridianLink - December 2008 to June 2009**

I worked in a multidisciplinary position that involved close work with the developers, customer service, and end-users to help define and verify feature requirements. I also assisted customers with usability issues and training, identified usability issues, and evaluated and redesigned many aspects of the user interface, including many input forms, forms for print, and the internal and external knowledgebase.

### **Undergraduate Researcher - University of California, Irvine - June 2008 to January 2009**

I designed and implemented metaViz (<http://metaviz.ics.uci.edu>), an online collaborative information visualization that uses computational metaphor identification with the goal of fostering critical thinking and creativity. Work began with domain research. I created an interview protocol and conducted 11 interviews throughout the project. Prototypes started on paper, then moved to flash and java, and the final implementation was created on the web (HTML, jQuery, PHP, MySQL). I presented weekly iterations to a team of 10 colleagues. The work resulted in two conference publications, including a presentation at ACM SIGCHI, Atlanta 2010.

## Projects

### **Project CoMo, Redesigning Application Development - January 2010 to August 2010**

This was a complete, 8 month project with General Dynamics, Viz, in Pittsburgh with a very interdisciplinary team of 4 individuals. My main roles were project coordinator for 5 months, and user research lead for the duration of the project. We began with intensive research, including a literature review and competitor analysis. I designed our user research protocol, which included contextual inquiries, retrospective interviews, diary studies, and card sorting, as well as trained my team to use these methods. To synthesize our data, we transcribed, modeled, and coded interviews, as well as created a 500+ note affinity diagram.

We brainstormed as a group, using methods such as interaction relabeling, improvisation, and participatory design. Prototypes evolved from simple sketches, to paper prototypes, click-through prototypes, and then more dynamic HTML/JavaScript prototypes. This was an iterative process, using think-aloud testing, surveys, critique meetings, and speed dating to validate and iterate.

I led the development of the final prototype using Java, HTML, jQuery, and CSS. I also organized and delivered the majority of the final presentation.

Our project was so well received that our client requested us to travel to company headquarters and present our results.

## Projects (cont)

### ***Chic-Seek***

A small group project to design a clothing system for expert and novice users. We began by conducting user research in the form of competitive analysis, directed storytelling and interviews, brick and mortar observation, as well as prototyping as user research. Our team then developed two personas, an expert and a novice, and created scenarios for each persona. Prototypes began as sketches, evolved into wire-frames and a navigation design. I presented our final design in a workshop as a series of hybrid HTML/JPG/Flash screens based around our scenarios.

### ***Flegs***

I designed, developed, and deployed an interactive art exhibit, Flegs. I iterated through multiple project ideas and tested them for feasibility (could they be implemented in less than a month? are they interesting?) because no prompt for this assignment was given. I used OpenFrameworks and C++ to detect people and project silhouettes of funny legs on them. For more information, please see the poster available online.

### ***Mechanical Turk Study and HIT Redesign***

I conducted contextual inquiries on Mechanical Turk users. Understanding their motivations and processes helped our team redesign a research-oriented Mechanical Turk HIT for our client, resulting in greatly increased participation rates.

### ***Championship Snake***

I designed, developed, and presented a snake game on an 8x8 LED matrix using the Arduino micro-controller platform.

### ***Experian Insight***

A 9 month long software engineering project with Experian in which my team of four elicited requirements, designed an architecture and low-level implementation, prototyped and implemented an interface, conducted usability evaluation on the system, and performed unit, integration, and system tests.

### ***Personal Instant Messenger Program***

I managed 4 groups in a 13 person project, as well as led the web front-end group of three others. I architected, designed, and implemented the web-based version of an instant messenger client.

### ***Magellan GPS Comparative Usability Evaluation***

Recruited for, designed, and conducted think-aloud usability evaluation for Magellan GPS. Final deliverable included a usability document as well as a presentation to 4 company executives.

### ***Multiplayer Browser-Based Typing Racing Game***

Designed and implemented a distributed multi-player browser-based typing racer game using PHP, MySQL, and lots of AJAX!

## Tools

Eclipse IDE, NetBeans IDE, Visual Studio 2008, FlexBuilder, FlashBuilder

Apache Server, Apache Tomcat,

Adobe CS5: InDesign, Illustrator, Photoshop, Fireworks, After Effects

Balsamiq Mockups, Visio 2008

Subversion (SVN), CVS

Final Cut Pro

## Methods

Ethnography: Contextual Inquiry, Contextual Modeling (Flow, Sequence, Cultural, Physical, and Artifact models) Rapid Contextual Inquiry, Interviews, Directed Storytelling

Heuristic Evaluation, Think-Aloud Usability Evaluation, Card Sorting, Affinity Diagramming, Keystroke-Level Modeling, Diary Study

Personas

Prototyping: Paper, Illustrator, Click-Through, Flash/Flex, HTML

## Languages

*Expert in:* Java, Web (HTML5, JavaScript, a self-proclaimed jQuery guru, AJAX, CSS3), PHP, Java Servlets, SQL (MySQL, Microsoft SQL Server)

*Experience with:* Flex 3, Actionscript 3, C++, Processing, OpenFrameworks, Arduino

*Working knowledge of:* Ruby, Python, Scheme, Haskell