

ANAIS ALVAREZ

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Skills & Experience Highlights

- Usability Testing Software & Research Methods
- Video Production & Editing (Final Cut Pro X and Camtasia)
- Basic Programming (Python, C++, HTML, and CSS)
- Learning Management Systems (e.g. Moodle, EdX)
- Spanish Language (bilingual)

Education

MS LIS, Information Science & Technology

May 2018

School of Library and Information Science, Simmons College, Boston, MA 02115

BA, Film Studies

May 2015

Yale University, New Haven, CT 06520

Usability Experience

Virtual Usability Testing (Data Analyst)

September 2017 - December 2017

Fix It - American Archive of Public Broadcasting, WGBH, Boston, MA

- Conducted research on game-specific usability testing methods, and wrote an in-depth literature review of game-specific heuristic evaluations.
- Developed efficient and reliable data entry method using Google Forms.
- Conducted five virtual usability testing sessions, including gameplay testing sessions, using GoToMeeting.
- Developed survey questions based on potential usability issues identified by business stakeholders.
- Managed data collection and analysis using Google Sheets to develop actionable recommendations.
- Conducted two heuristic evaluations using Nielsen's and gameplay-specific sets.
- Presented results and actionable recommendations to stakeholders.

Mobile Usability Testing (Moderator)

January 2017 - May 2017

Study Abroad Mobile Website, Colleges of the Fenway, Boston, MA

- Identified, segmented, and prioritized participants for usability testing.
- Recruited study participants via flyers, email, and social media.
- Coordinated participants' availability with Simmons Usability Lab's hours.
- Moderated pre- and post-session questionnaires, and task scenarios.
- Collected data including time on task, error rate, and task completion using Morae software.
- Documented and presented actionable recommendations to Colleges of the Fenway.

Other Relevant Experience

Instructional Design Intern

September 2016 - Present

Simmons Online Department, Simmons College, Boston, MA

- Shoot, edit, caption, and manage video content for 10 - 25 new and iterative courses per term using Amara, Camtasia, and Vimeo.
- Edit and format syllabi, assignments, eBook tutorials, and other course material following company design templates and style standards to enhance online content accessibility.
- Maintain consistency across courses and content to ensure appropriate delivery and display of Simmons Online brand identity in our learning management system, Moodle.
- Implement a controlled vocabulary within each course to create content consistency.

- Identify high-priority issues in online learning, such as instructor responsiveness, and develop Qualtrics surveys to collect data on student behavior and satisfaction.
- Evaluate students' online technical needs based on learning objectives and assignments.
- Determine required tool features based on professors' and students' needs.
- Research software and websites that could be used as online learning tools in online courses and develop reports that compare features, pricing, and ease of use.
- Prioritize and troubleshoot incoming issues and create user guides to help users navigate learning tools.

eLearning Systems Intern

May 2017 - January 2018

Credo Education, Boston, MA

- Configured content for Credo's web-based learning platform and helped complete customization requests from customers.
- Helped prioritize and completed requests from customers around course start dates and customer integration requirements.
- Assisted with the account maintenance by integrating new/updated content and assessments in customer accounts.
- Setup and verified trial access for prospective customers.
- Wrote documentation to support customers with the best possible use of their resources.
- Reported on usage behaviors based on data collected on Google Analytics.
- Attended weekly company-wide meetings to update peers on current projects, identify potential roadblocks, and develop actionable solutions.

Media Technician

December 2013 - May 2015

Student Technology Collaborative, Yale University, New Haven, CT

- Assisted Media Lab patrons by troubleshooting software and hardware issues.
- Taught hands-on workshops for software including Final Cut Pro and Adobe Suite.
- Set-up one-on-one workshops for film lighting equipment.

Student Aid

September 2012 - May 2015

Yale Film Study Center, Yale University, New Haven, CT

- Trained incoming staff on clip capture and video editing software.
- Managed the circulation desk: check-in, check-out, holds.
- Reserved viewing rooms and managed set-up for the 3-D projection room.
- Provided film reference assistance to patrons by researching film information on IMDB.

Social Media & Marketing Committee Associate

July 2014 - August 2014

Information Technology Services, Yale University, New Haven, CT

- Managed ITS Twitter account using TweetDeck to schedule posts and live-tweet during events.
- Managed ITS Facebook page, posting on cyber security, and on-campus IT resources and events.

Leadership & Activities

UXPA Boston

- **Reviewer**, UXPA Boston Conference 2018

February 2018

Simmons School of Library & Information Science

- **Member**, Usability and User Experience (UXPA) @ Simmons.
- **Co-Chair**, Students of Color @ Simmons SLIS (SoCS).
- **Webmaster**, Library & Information Science Student Association (LISSA).
- **Active Co-Chair**, Association of Information Science & Technology (ASIS&T).

September 2016 - Present

June 2017 - February 2017

January 2017 - December 2017

January 2017 - May 2017