

# MARBLE KARUU

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## EDUCATION

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**University of Michigan, Gerald R. Ford School of Public Policy, School of Information, Ann Arbor, MI**  
**MPP/MSI expected May 2019**

*Degrees:* Master of Public Policy and Master of Science in Information

*Relevant Coursework:* Microeconomics, Statistics, Quantitative Program Evaluation, STATA Practicum, Intermediate Programming, Interaction Design, Multidisciplinary Design Program

**Bowdoin College, Brunswick, ME**

**B.A May 2014**

*Major:* Sociology, *Minor:* Spanish

**GPA-3.7**

*Honors and Activities:* Mellon Mays Undergraduate Fellow 2012-2014. Global Citizens Grant Recipient 2012.

*Study Abroad:* **CIEE Liberal Arts** Alicante, Spain

Spring 2013

## USER EXPERIENCE RESEARCH EXPERIENCE

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**Needs Assessment and Usability Evaluation, School of Information**

Spring 2018

*Client:* Verizon Tumblr

- Conducted usability studies for Verizon Tumblr including, qualitative interviews, comparative evaluation, survey, and heuristic evaluation
- Presented findings, recommendations, and limitations from each study in a report and oral presentation to class and client

**Contextual Inquiry, School of Information**

Fall 2017

*Client:* City of Ann Arbor, Water Billing Department

- Designed interview protocols, conducted contextual inquiry interviews, and analyzed interview data using an affinity map for a qualitative evaluation of the City of Ann Arbor's water billing transitioning process
- Presented findings and recommendations for improving the current system in a report and oral presentation to the client

**Applied Policy Seminar, Ford School of Public Policy**

Fall 2017

*Client:* Ed Trust-Midwest

- Merged, cleaned, and analyzed four data sets using Stata to complete a descriptive data analysis for Ed Trust-Midwest, an education policy organization
- Presented findings, analysis rationale, and suggestions for next steps through an in-person presentation and report to the client.

**Independent Study, Bowdoin College**

September 2013 – May 2014

- Completed a literature review, designed interview protocols, recruited participants, and conducted 15 one-hour in-person interviews for my self-designed independent study on the experiences of Somali immigrants in American schools
- Analyzed qualitative data, and summarized findings, limitations, and focus of future research results in a report

## WORK EXPERIENCE

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**Abt Associates, Cambridge, MA**

July 2014 – July 2016

*Associate Analyst*

- Collected, cleaned, and organized qualitative and quantitative data used to evaluate impact and implementation of local and national education programs
- Analyzed qualitative data using NVivo and summarized findings for federal and foundation clients in study reports
- Programmed, tested and oversaw online surveys used to gather data from several hundred respondents
- Served as deputy project director, responsibilities included assisting with project management duties such as preparing client progress reports, preparing for contract reviews and communicating with project task leads

**Innovations for Poverty Action, Blantyre, Malawi**

Summer 2017

*Summer Research Associate*

- Supervised data collection for a study with 800 study respondents with limited management from the project principal investigators
- Led trainings and daily check in meetings for a team of 15 field officers on the study protocols and procedures
- Tested, revised, and helped program a 2-hour long survey in Survey CTO and progressively cleaned and organized incoming survey data in Excel and Stata
- Adapted to a work culture in a foreign context and completed the assigned project work within the designated timeline

## SKILLS

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**Research Skills:** Qualitative interviews, survey design and analysis, usability testing, affinity mapping, persona building

**Computer:** Advanced in Excel, NVivo, and Fluid Surveys. Working proficiency in Stata, Survey CTO, Python, HTML, and SQL

**Languages:** Fluent in Swahili, Proficient in Spanish