



COURTNEY N. LETT

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RESEARCH

Affinity Diagramming
Competitive Analysis
Contextual Inquiry
Flow Modeling
Heuristic Evaluation
Personas & Scenarios
Speed-dating
Stakeholder Analysis
Survey Design
Think Alouds
Usability Testing

DESIGN

Journey Mapping
Storyboarding
Wireframing
Prototyping

SOFTWARE

AfterEffects
Illustrator
InDesign
InVision
Photoshop
Principle
Sketch
XD

LANGUAGES

HTML/CSS
Javascript
C++
Objective C
Swift

EDUCATION

Carnegie Mellon University *August 2017*
Master's of Human Computer Interaction

Spelman College *May 2016*
B.S Mathematics, CS Minor

EXPERIENCE

MHCI Capstone Project, Research Lead | Zazzle *January 2017 - Present*
Leading research efforts to gain actionable insights about young adult's communication, relationship, sharing, and gift giving behaviors. Ideated through problem definition and research focuses through contextual inquiry, survey, and guerrilla research in order to create a new interaction to facilitate everyday gift giving behaviors through the Zazzle platform.

CMU Student Race Project, Researcher *January 2017 - Present*
Created secondary and primary research plans to inform and design an interactive game about race. Conducted interviews and play testing while implementing techniques to measure and synthesize user responses.
Client: Student Life and Engagement at Carnegie Mellon University

Senior Special, Researcher & Designer *September 2016 - December 2016*
Employed cultural probes, interviews, flow modeling, and stakeholder analysis to identify issues faced by small business owners. Designed and prototyped a solution to engage senior community members with local businesses.

Satellite Image Interpretation, Researcher *June 2015 - August 2015*
Studied semantic analysis of satellite images to classify terrain. Merged existing image segmentation methods, developing a color-based method in C.

EXTRAS

Fight Back Pittsburgh Organizing Fellow *June 2017 - July 2017*
A fellowship offering training on organizing social movements with a look into the history of social and civil engagement in Pittsburgh.

It's On the House, Event Coordinator *September 2013 - November 2015*
Served a Thanksgiving meal to homeless population in Atlanta. Managed over 80 volunteers, serving 200+ guests each year. Coordinated free haircuts, a clothing drive, and health screenings from local doctors.