



# Jane

27

Occupational Therapist  
Cincinnati, OH

## BIO:

Jane is an Occupational Therapist at a clinic. Her work is rewarding but tiring. Jane doesn't use Zoom at work but at nights, she uses Zoom to catch up with her friends and family. She is an avid user of emojis and will also sometimes share gifs she found on Instagram.

## ROUTINE:

Jane has weekly Zoom meetups scheduled with friends where she can wind down with some wine. The chats have 4 other people and can sometimes run up to two or three hours long. People are sometimes preoccupied during the Zoom chats or restless but after a month of this routine people in her Zoom group have settled down and are more used to longer sessions.

## GOALS:

Jane wants light and fun Zoom sessions with her friends and family after work. She wants to react to what people are sharing without interrupting them. She also wants to show support to other people in video chats when they're sharing.

## FRUSTRATIONS:

Zoom is a fun experience for Jane but it can be mechanical at times. People are careful of talking over one another she feels like she's not expressing everything she wants to in the video chats.

*“Seeing friends over Zoom is so helpful.  
The time we get to spend with each other  
and support each other is impactful.”*



# Albert

32

Marketing  
Atlanta, GA

## BIO:

Albert works for a marketing agency where he works with small businesses to build an online presence. He has a wide social network that includes friends from high school and college, coworkers and a large family. Albert enjoys sending gifs and memes to his friends and family. He uses the iMessage tap back feature to give a thumbs up to let people know he agrees or has read the message.

## ROUTINE:

Albert holds Zoom meetings with his internal team members on a weekly basis and with his clients every two weeks. The number of people attending his Zoom meetings range from 5-10 people and every once in a while, he'll meet with a larger internal team of about 40 people. Because Albert is working from home, all of his meetings are over Zoom and he normally has 3-4 per day. Albert begins feeling the Zoom fatigue normally after the third Zoom meeting of the day.

## GOALS:

Albert wants more levity in his Zoom business meetings and more group participation in the meetings he hosts. He also wants to feel less tired after Zoom meetings.

## FRUSTRATIONS:

Albert misses in-person interaction, the side conversations and the personal touch of meetings. His current Zoom meetings leave little room for anything other than business.

*“Zooms are a lifeline but I can only handle so many in a day.”*