

Contact

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Top Skills

User Experience Testing
Remote User Testing
Usability Testing

Certifications

Nielsen Norman Group UX
Certificate

Lindsay Symes, MLIS

User Researcher at Sunbelt Rentals, Inc.
Peterborough, New Hampshire, United States

Experience

Sunbelt Rentals, Inc.
User Experience Researcher
December 2021 - Present (2 years)
New Hampshire, United States

- Current lead researcher on SBR eCommerce digital products
- Apply both qualitative and quantitative research and analysis techniques to continuously improve the experience for end-users that engage with our products.
- Provide feedback and recommendations to influence future UX product updates.
- Conduct research at every step of the UX process from discovery research to live-environment testing.
- Partner with stakeholders to establish long-term project goals and roadmaps.

EBSCO Information Services
UX Researcher and UX Research Recruitment Specialist
October 2019 - December 2021 (2 years 3 months)
Ipswich, Massachusetts

- Was responsible for organizing and presenting how User Experience Research Team research is shared, stored, and presented to our team and EBSCO Information Services as a whole.
- Recruited and retained recruiting panel participants for pertinent user research.
- Coordinated, and executed user research projects.
- Communicated with internal project team members involving research project, timelines, recruiting, and goals.

Boston Healthcare Associates
Market Research Specialist
September 2018 - October 2019 (1 year 2 months)
Greater Boston Area

- Planned, coordinated, monitored, and executed all project activity related to candidate recruiting in order to meet project goals within a specified period of time.

- Communicated with internal project team members involving project set up, timelines, deliverables, and reiterate pertinent information regarding candidates to project team.

Harvard University

1 year 1 month

Cobweb Web-Archiving Project User Research Consultant

February 2018 - August 2018 (7 months)

Cambridge, MA

- Collected data for the IMLS grant-funded Cobweb web archiving project including creating interview scripts and coordinating and conducting in-person and remote usability studies.
- Analyzed data from user tests to create reports based on recommendations from findings.
- Worked with team members at Harvard, the California Digital Library (CDL), and University of California Los Angeles (UCLA) to communicate and report on user testing.

Library User Experience Assistant

August 2017 - August 2018 (1 year 1 month)

Cambridge, MA

- Moderated and collected data for user research studies including, but not limited to, interviews, surveys, usability and eye-tracking tests.
- Assisted with technology support of equipment in User Research Center including basic troubleshooting and software updates.
- Conducted analysis of data from user studies. Build reports and visualize both quantitative and qualitative data.
- Created video clips and presentations based on study outcomes and project requirements.

Simmons University School of Library and Information Science

Dean's Fellow for International Initiatives and Event Coordination

August 2016 - May 2018 (1 year 10 months)

Greater Boston Area

- Planned and coordinated institutes, symposiums, lectures, and special events including the Allen Smith Visiting Scholars Program.
- Worked with staff and faculty to plan and coordinate international initiatives and programs including study abroad.
- Provided support for monthly alumni board meetings, activities and events.

- Supported other projects and programs as required for the School of Library and Information Science and School of Business including conferences and forums.

Simmons University School of Nursing HPED Program

Competitive Intelligence Graduate Student Assistant

November 2016 - July 2017 (9 months)

Greater Boston Area

- Conducted market research about competitor health education P.h.D. programs.
- Created, distributed and analyzed feedback surveys using Qualtrics to collect data to improve the Simmons College HPED program.
- Wrote an IRB application for qualitative quality improvement research.

DPI Specialty Foods

Master Data Management Clerk

September 2015 - February 2016 (6 months)

Tualatin, Oregon

- Analyzed and proofed vendor, broker and internal department paperwork for entry into database, including vendor cost changes, new items and maintenance and the DPI Vendor Portal.
- Assisted vendors with paperwork, verify provided information is complete and submit to product supplier.
- Responded to vendors, brokers and internal staff regarding questions or issues with submitted paperwork, including troubleshooting and correcting discrepancies or incomplete submissions
- Received requests from buyers for changes to items or supplier information and access and modify database accordingly.
- Provided administrative assistance to the MDM Manager and other internal staff as needed.

Oregon Health Authority AmeriCorps VISTA Partnership Project

Oregon Health Authority VISTA Team Leader

August 2014 - August 2015 (1 year 1 month)

Portland, Oregon

- Lead a team of 25 VISTA members across the state of Oregon who served full time in the public health field.
- Motivated team members by promoting progress at their host sites through check-ins and site visits including as-needed counsel for immediate situational needs.

- Implemented service day projects with non-profit organizations for Martin Luther King Jr., Cesar Chavez, and September 11 service day events with VISTA team members and staff participants.
- Calculated budgets and arranged travel for team meetings and trainings throughout the year in multiple locations statewide.
- Supported Oregon Health Authority staff to recruit 34 VISTA team members that includes resume review and selection and interview panel communication with host sites and applicants.
- Was responsible for cataloging and collecting the onboarding paperwork for new VISTA members including background checks, fingerprinting, and other required information and materials.

Philadelphia Parks and Recreation/AmeriCorps VISTA
Out of School Activities Volunteer Coordinator
August 2013 - August 2014 (1 year 1 month)

- Maintained a volunteer electronic background check system for over 1,000 volunteers.
- Problem solved with volunteers using the background check system to assist them in completing the correct information to receive approval to volunteer at recreational facilities.
- Created comprehensive resources to be used by recreation staff to support the use of volunteers at recreational facilities across the city of Philadelphia.
- Increased volunteer recruitment by 70% for the Bingo for the Blind special event. Retained those volunteers for the next Bingo for the Blind event 6 months later.
- Worked with Parks and Recreation staff to coordinate two annual city-wide open houses with 30 recreation facilities.
- Worked closely with the Parks and Recreation environmental education department to coordinate outdoor recreation activities and events for children and adults for the Wissahickon Environmental Center.
- Taught the nationally recognized Grow Up Green interactive instruction nature program to twelve 4-6 years olds at a recreation facility.

Education

Simmons University

Master's Degree, Library and Information Science · (2016 - 2018)

Arcadia University

Bachelor of Science (BS), Communication and Media Studies · (2009 - 2013)

