Bec Nichele Smith

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Education

Stanford University / B.S. Science, Technology, and Society
August 2016 - June 2020, Stanford, CA

My major was self-designed, composed equally of computer science and humanities courses. I spent my first two years as an undergraduate taking CS classes; the remainder of my curriculum will center around social science, with a concentration on race, gender, ability, class, and additional intersectional identities. My specialty is human computer interaction (HCI) with a focus on accessibility and intersectionality.

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Skills

- Group facilitation
- Microsoft/Google Suite
- Academic writing
- Java, C++, R, SQL, Python - Proficient

- Web development
- Cross Platform development - React Native
- American Sign Language
- Javascript, HTML/CSS – Experienced

UX methodologies: 1-on-1 interviews, empathy mapping, experience prototypes, intersectional intergroup communication and facilitation, ethnographies, meta-analysis / critically review assumed 'base' info, low/medium/high-fi prototypes with paper > Figma > Expo.io, heuristic evaluations, usability testing, surveys, affinity diagramming, A/B testing

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Experience

Microsoft / Azure Premier Support Engineer
September 2020 - PRESENT
I work with our most valued customers to resolve issues related to their Azure subscriptions, services, and billing. Every day I send dozens of emails and communicate across teams to reach a resolution for the customer. This requires a lot of interpersonal 'people skills' as well as writing and speaking skills. My job is to advocate for the customer and to resolve any and every issue thrown my way. This has allowed me to also gain a familiarity with dozens of Azure products as customers come to me with service-specific inquiries that I have to get the answer to.

Gates Computer Science / HCI Researcher
June 2017 - August 2017, Stanford, California
Aided Dr. James Landay and the Stanford Psychology Department in creating an Apple Watch application that reads and records patient health data and securely displays the information on a website, using a Firebase database.

Queer Student Resources / Student Worker
January 2019 – December 2019, Stanford, California
At QSR I put on events aimed at engaging with the Black and Queer community on campus. I also help facilitate events about being trans and talk about my experiences as a QTPOC (queer trans person of color). My main job is to conduct campus wide surveys on the work QSR does, creating focus groups, and presenting the results to my colleagues.

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Activities / Publications

The State of American Education During The Covid-19 Pandemic
(Published 2020 – Journal: The Intersect Vol 14 No 1)

Microsoft Pride 2021 – Employee spotlight for global campaign

Stanford Men's Rugby Team 2019-2020