

Brooks Tiffany

brookstiffany.com | 8842B Midvale Ave N, Seattle, WA 98103 | 540-223-8561 | brooks.t.tiffany@gmail.com

Summary of Qualifications

- Exceptional UX Researcher with experience from multiple real-world user-centered design projects
- Strong technical communication skills: interface design, document design, professional writing
- Effective leader, dependable team player, durable under stress from 11 years in United State Air Force
- Excellent interpersonal communication skills and empathy for user from working as customer care lead
- Proficient with Adobe XD, Photoshop, InDesign, Illustrator; InVision, Axure, Dedoose

Education

M.S. HCDE | JUNE 2018 | UNIVERSITY OF WASHINGTON

- Major: Human Centered Design and Engineering (UX Research and Design)
- GPA: 3.9/4.0

B.A. ENGLISH | DEC 2013 | VIRGINIA TECH

- Major: English (Professional Writing) – Minor: Psychology
- GPA: 3.9/4.0

Professional Experience

UX RESEARCHER | KAISER PERMANENTE RESEARCH INSTITUTE | JAN 2017 – PRESENT

- Assisted with research and design of mobile app targeted at improving healthy behaviors of users.
- Conducted usability tests, interviews, and recruitment screens; analyzed and coded study data.
- Created sketches, mockups, wireframes, prototypes; assisted with study plans, secondary research.
- Helped research, develop, strategize, and implement longitudinal mobile app intervention study.
- Research experience in the areas of public health, behavioral health, and mobile health.
- First author on oral health promotion apps paper published in JMIR mHealth and uHealth.

CUSTOMER CARE MANAGER | HEYO | JAN 2014 – JUL 2016

- Led support team for startup; managed social media and blog; created technical docs and videos.
- Coached customers on campaign design; handled sales calls/demos; assisted with quality assurance.

Additional UX Experience

UX RESEARCHER | ACTOFIT | JAN 2017 – MAR 2017

- Worked with 3-member team + Actofit stakeholders to improve wearable fitness device/mobile app.
- Conducted usability testing, interviews, heuristic analysis, cognitive walk-throughs, quality assurance.

UX RESEARCHER/DESIGNER | FRED HUTCH CANCER RESEARCH CENTER | SEP 2017 – DEC 2017

- Collaborated with 4-member team + stakeholders to design and test behavior change mobile app.
- Designed study, facilitated focus groups, built prototypes, conducted user tests, wrote design specs.