Brooks Tiffany

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

Summary of Qualifications

- Proficient with HTML5, CSS, JavaScript, Bootstrap, Heroku, Git, and GitHub
- Competent with jQuery, Node.js, Express.js, React, MySQL, NoSQL, and API Consumption
- Experienced as a development team project-manager and git-master
- Exceptional UX Researcher and Designer with years of experience at a major health-research institute
- Effective leader, dependable team player, durable under stress from 11 years in United State Air Force
- Excellent interpersonal skills and empathy for users from Human-Centered Design background

Education

CERTIFICATE | Expected JUNE 2021 | UNIVERSITY OF WASHINGTON

· Full Stack Web Development

· GPA: TBD

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/DESIGNER | KAISER PERMANENTE RESEARCH INSTITUTE | JAN 2017 – PRESENT

- Contributed to front-end design and coding of a health app aimed at helping patients communicate
- Built several Access databases to support project teams in tracking and organizing patient data
- 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.