

CAROLINE BERGER

Washington, DC

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📁 [portfolio](#)

EDUCATION

University of Maryland

08/2021 – 05/2023 (expected)

Master of Science in Human-Computer Interaction - GPA - 4.0

College Park, Maryland

Thesis committee: Professor Niklas Elmquist (chair), Professor David Weintrop, Professor Joel Chan

McGill University

08/2015 – 10/2019

Bachelor of Science in Computer Science, Global Designation - GPA - 3.3

Montreal, Canada

COURSEWORK

- | | | | |
|---------------------|------------------------------|--|----------------------------|
| • Scholarly writing | • Human-Computer Interaction | • Experience Sampling | • Interaction Design |
| • Software Design | • UX Research Methods | • Health Informatics and Visualization | • Educational Technologies |

PROFESSIONAL EXPERIENCE

MITRE

05/2021 – Current

Intermediate Human Factors Engineer

McLean, Virginia

- Performing **task analysis**, **thematic analysis**, **use case documentation**, **persona building**, and **journey map building** to collect user requirements for patients, data scientists, separating service members, and emergency response managers.
- **Quantifying** results of summative usability studies to assess rollout of electronic health record system.
- Facilitating **co-design** of cybersecurity technologies.
- Iterating from **low-fidelity** paper prototypes to **high-fidelity** software engineered prototypes.

McGill University Health Centre Research Institute

09/2020 – 04/2021

UX and Software Engineering Research Assistant

Montreal, Canada

- Co-authored manuscript for **publication**.
- Engaged medical stakeholders in design of **low- and medium-fidelity prototypes**.
- Facilitated **participatory design** sessions with older adults.

Tech3Lab, HEC

05/2020 – 08/2020

UX Research Assistant

Montreal, Canada

- Laid foundation for study design through **literature review** of recommendation systems.
- Developed automated data cleaning and processing script.
- Conducted **usability testing** with **biometric sensors**.

Thinkmax

08/2019 – 05/2020

Technical Consultant

Montreal, Canada

- Translated business requirements into technical solution through **software engineering**.

Software Evolution Research Group, McGill University

05/2017 – 08/2017

Software Engineering Research Assistant

Montreal, Canada

- Explored programming behaviors of children in textual programming environments through **Eclipse plugin development**, **usability testing**, and **presenting findings in academic forums**.

PUBLICATIONS

Kevin Tran-Nguyen, [Caroline Berger](#), Roxanne Bennet, Michelle Wall, Suzanne Morin, and Fateme Rajabiyzadi. (2022) Mobile App Prototype in Older Adults for Postfracture Acute Pain Management: User-Centered Design Approach. *Journal of Medical Internet Research Aging* 5(4), e37772. <https://doi.org/10.2196/37772>. [Peer reviewed journal article]

Constantinos K. Coursaris, Antoine Falconnet, [Caroline Berger](#), Wietske Van Osch, Joerg Beringer, Sylvain Sénécal, and Pierre-Majorique Leger, "An Exploration of the Antecedents to Effective Recommender System Message Design" (2020). *Association for Information Systems Special Interest Group on Human-Computer Interaction 2020 Proceedings*. 13 [Abstract student research round table].

[Caroline Berger](#), and Martin P. Robillard (2017) "Novice Helper: Eclipse Integrated Development Environment to support novice programmers", Montreal Symposium on Software Engineering Research <https://carolineberger.github.io/NoviceHelperPoster.pdf> [Poster].

AWARDS

- Alumni Scholarship Award, University of Maryland (2022)
- Breakthrough award for project impact on intelligence community, MITRE (2022)
- Study abroad scholarship award, University of Maryland (2021)
- Global Designation for completing research and study abroad program, McGill University (2019)
- Science Undergraduate Research Award, McGill University (2017)

INVITED TALKS

- Human Factors Engineering for Sustainability, MITRE (2022)
- Personal Health Informatics for Behavior Change, MITRE (2022)
- Eclipse Plugin to Help Novice Programmers, McGill University (2017)

TEACHING EXPERIENCE

- Curriculum developer for front-end web development course, Digital Media Academy (2019)
- Curriculum developer for mobile application course, Digital Media Academy (2019)
- Tutor for Computer Science Undergraduate Society (2018)
- Instructor for Computer Fundamentals, Unitarian Church of Montreal (2019)
- Instructor for EV3 LEGO robotics, Harvard University x Digital Media Academy (2019)
- Instructor for Made by Girls Adventures in Programming, University of Pennsylvania, George Washington University x Digital Media Academy (2016)
- Instructor for Adventures in Game Design for iPhone iPad, McGill University x Digital Media Academy (2016)
- Instructor for Adventures in 3D Game Design with Minecraft, University of Denver x Digital Media Academy (2016)

SERVICE

- Social Department Co-Chair McLean UX, Visualization and Decision Support, MITRE (2022)
- OpenSeries Co-Chair UX, Visualization and Decision Support, MITRE (2022)
- VP Communication Italian Studies Student Association, McGill University (2018)
- VP Communication Computer Science Undergraduate Society, McGill University (2017)
- First-Year Representative to the Board of Directors of the Management Undergraduate Society, McGill University (2015)

SKILLS

Research: Literature review, Usability testing, Interviewing, Focus groups, Heuristic evaluation, Task analysis, Thematic analysis, Journey mapping, Personas, Contextual inquiry, Affinity diagramming, Biometric data collection, Diary studies, Co-design

Design tools: AdobeXD, Figma, Balsamiq, Axure

Software languages & frameworks: Python, Javascript (Vue, ReactJS), Java, C#, .NET, SQL, C, C++, UML, Git, TFS

LANGUAGES

English: Fluent C2

Italian: Professional C1

French: Conversational B2