CAROLINE BERGER

Washington, DC

📞 617-981-9479 ✉ caroline.berger2@mail.mcgill.ca in carolinepberger ⊙ carolineberger ⬛ portfolio

PROFESSIONAL EXPERIENCE

MITRE ⬀
Intermediate Human Factors Engineer

05/2021 –
McLean, Virginia

- Performing **task analysis, thematic analysis, use case documentation, persona building**, and **journey map building** to collect user requirements for data scientists, separating service members, and emergency response managers.
- Facilitating **co-design** of cybersecurity technologies.
- Iterating from **low-fidelity** paper prototypes to **high-fidelity** software engineered prototypes.

McGill University Health Centre Research Institute ⬀
UX and Software Engineering Research Assistant

09/2020 – 04/2021
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 ⬀
UX Research Assistant

05/2020 – 08/2020
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 ⬀
Technical Consultant

08/2019 – 05/2020
Montreal, Canada

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

Software Evolution Research Group, McGill University ⬀
Software Engineering Research Assistant

05/2017 – 08/2017
Montreal, Canada

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

EDUCATION

University of Maryland
*Master of Science in Human-Computer Interaction - **GPA - 4.0***

08/2021 –
College Park, Maryland

McGill University
*Bachelor of Science in Computer Science - **GPA - 3.3***

08/2015 – 10/2019
Montreal, Canada

COURSEWORK

- Software Design
- HCI
- UX Research Methods
- Research Methods
- Health Informatics and Visualization
- Interaction Design

SKILLS

Research: Usability testing, Interviewing, Focus groups, Heuristic evaluation, Task analysis, Thematic analysis, Journey mapping, Personas, Contextual inquiry, Affinity diagramming, Biometric data collection
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