

CAROLINE BERGER

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1743 P Street NW #301
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PROFESSIONAL EXPERIENCE

Human Factors Engineer

MITRE, McLean, VA

May 2021 - Present

Contributing to Human Factors/User Experience Research efforts in highly regulated environments by applying research methods (thematic analysis, task analysis, journey mapping) to collect requirements and assess technical and non-technical environments. Writing User Experience Research proposals. Developing high-fidelity prototypes in JavaScript frontend frameworks (ReactJS).

User Experience & Software Engineering Research Assistant

McGill University Health Center Research Institute, Montreal, Canada

September 2020 - April 2021

Designed a mobile health application to empower older adults to manage their acute pain. Led technical and design portion of the project, and collaborated with an interdisciplinary team of physicians and physiotherapists to ensure quality of medical content. Engaged patient partners in participatory design. Prepared manuscript for publication.

User Experience Research Assistant (Internship)

Tech3Lab, HEC, University of Montreal, Canada

May 2020 - August 2020

Developed a two part study for at-distance biometric data collection. Moderated 12 at-distance participant studies in French and English. Performed pain point analysis of biometric data (facial expressions & electrodermal activity). Wrote 7 scripts in psychology-based experimental software. Developed data cleaning and processing script in python for the successful preliminary analysis and organization of over 600 participant responses. Performed a literature review on recommendation system design. Presented preliminary results on recommendation system design study at a lab research day, and submitted a manuscript for publication.

Technical Consultant

Thinkmax, Montreal

August 2019 - May 2020

Technical consultant for Microsoft Dynamics 365, an Enterprise Resource Planning product. Developed finance and operations solutions in a Microsoft Object Oriented language and retail solution in C#/.NET for clients in construction and fashion industries. Involved in design sessions to provide technical insight to business processes.

Software Engineering Research Assistant

Software Evolution Research Group, McGill University, Montreal

Summer 2017

Developed an Eclipse plugin aimed at helping children learn to program. Conducted usability tests with children in Montreal. Presented plugin at student research academic venues in Montreal.

EDUCATION

UNIVERSITY OF MARYLAND, USA

Master of Science, 2021- 2023

Human-Computer Interaction

MCGILL UNIVERSITY, Montreal, QC

Bachelor of Science, 2015 - 2019

Major in Computer Science

Minor in Italian Studies

Exchange at the University of Bologna

in Italy (Spring 2018)

LANGUAGES

ENGLISH: Fluent (C2)

ITALIAN: Professional (C1)

FRENCH: Conversational (B2)

SKILLS

RESEARCH: Qualtrics | Lookback

DESIGN: Figma | Axure | AdobeXD

Balsamiq

JS: Node | Angular | Ionic | React

WEB: CSS | HTML

MOBILE: iOS | Android

SOFTWARE: Python | Java | C# | .NET | SQL

C | C++

TOOLS: Power BI | TFS | Git | UML