COURTNEY DUNN-SNEDE

UX // RESEARCH // DESIGN

CONTACT

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EDUCATION

UNIVERSITY OF MICHIGAN

SCHOOL OF INFORMATION
MASTER OF SCIENCE //
Ann Arbor, MI // Apr 2020
Human-Computer Interaction
(User Experience)

HILLSDALE COLLEGE

BACHELOR OF ARTS //
Hillsdale, MI
International Business &
Foreign Language

SKILLS

SOFTWARE

- NVivo
- Illustrator
- InDesign
- Photoshop
- Sketch
- Figma

PROGRAMMING

- R
- Python
- HTML5
- CSS

UX

- Rapid Prototyping
- Contextual Inquiry
- Survey Design
- Storyboards
- Wireframes
- Sketching
- Personas
- Usability Testing
- Affinity Diagrams

UX WORK EXPERIENCE

USER EXPERIENCE RESEARCH INTERN

TYLER TECHNOLOGIES // Troy, MI // May 2019 – Current

- Planned and conducted research for division's highest priority project. Used mixed methods with contextual inquiry, survey, and usability tests.
- Developed usability test template for recording and analyzing qualitative data that was adopted by senior researchers in other company divisions.
- Conducted user interviews and created story maps, personas, and scenarios for internal software project.
- Presented to product teams about how to incorporate UXR into Agile environments.

PROJECT MANAGER, WEBSITE REDESIGN

SEOUL INTERNATIONAL WOMEN'S ASSOCIATION // Seoul, Korea // May 2016 – Jun 2017
Led a team of 10 in redesigning the organization's website.

- Resulted in 25% increase in active users with 12% longer duration on-site rate, 20% membership boost over the previous year, and doubled the percentage of new members.
- Developed user survey and analyzed old website to develop new site structure with functionalities that maximize user experience and ease of maintenance.
- Streamlined administrative processes to sync with new site, improving efficiency and accuracy of financial and membership records.

RECENT PROJECTS

USER EXPERIENCE RESEARCH

GOOGLE // Ann Arbor, MI // Jan 2019 - April 2019

- Performed needs assessment and usability evaluation of Google Assistant (iOS and Android platforms) to identify unmet needs of users, ages 16-26.
- Conducted 4 (of 7) user interviews, 4 (of 8) usability tests, 1 (of 4) heuristic evaluation.
- Designed card sorting test with OptimalSort, wrote and pre-tested two Qualtrics surveys.
- Presented findings to Google Assistant's product team and other stakeholders.

INTERACTION DESIGN

WEBSITE PROTOTYPE // Ann Arbor, MI // Sep 2018 – Dec 2018

- Designed an app prototype to bring transparency to special education by giving parents a tool to search and share information about special services provided at every school.
- Used design thinking process and improved each iteration based on feedback from 11 usability tests and survey data of 100+ potential users.

AWARDS

- Qualtrics Case Competition Winner // Nov 2019
- Polaris Design Jam Winner // Oct 2018
- University of Michigan Information Challenge Winner // Aug 2018
- Volunteer of the Year // Seoul International Women's Association // 2016