

Kristine Mendoza

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Minneapolis, Minnesota

EDUCATION

Carnegie Mellon University
University of Madeira
December 2013

Masters in Human-Computer
Interaction, School of Computer
Science

Fordham University, Cum Laude
May 2006

B.A. Economics

B.A. International Political Economy

Oxford University

Junior Year Abroad, 2004 - 2005

Philosophy, Politics and Economics

DESIGN METHODS

Participatory Design

Contextual Inquiry

Usability Testing

Heuristic Evaluations

Think Aloud

Sketching

Wireframing

Storyboards

Personas and Scenarios

TECHNICAL SKILLS

Illustrator/InDesign/Photoshop

Balsamiq/Axure

Keynote

VOLUNTEER

Women's Shelter, St Ignatious Loyola

Soup Kitchen, St. Francis Xavier

Job Readiness Mentor, Streetwise Partners

HIV Outreach, Global Outreach: Romania

Tutor, City Squash

PROJECTS

Wow!Systems, Jan - Dec 2013

Product and User Experience Designer for new writing application;
will be deployed on iOS in early 2014

- Worked with a multi-disciplinary student team to narrow down focus on an undefined product using human-centered research techniques
- Interviewed over 30 writers, both on-site and remotely
- Created concepts based on feedback, generated over 50 product ideas
- Defined product using personas, scenarios and use cases
- Built paper and mid-fi prototypes, which include interactions

Madeira Story Centre, Jan - May 2013

Service Design

- Created service concept aimed at increasing museum's profitability
- Used stakeholder, customer journey, experience cycle models as tools for ideation and communication with client

EXPERIENCE

Patch.com, Sept 2010 – Dec 2011

Researcher, Business Directory

- Composed original content for community-focused digital media startup
- Cultivated relationships with business stakeholders to promote brand and generate advertising campaigns

Police Athletic League, Mar 2010 – Jan 2011

Educational Coordinator

- Facilitated group workshops for 30 teenagers in Juvenile Justice System
- Tutored all subjects with traditional and out of the box teaching methods
- Helped in creation of holistic intern program

Achievement First, Sept 2008 – Sept 2010

Tutor

- Assessed literacy and math for elementary and middle school
- Tailored and iterated session according to tests and standards
- Piloted Leveled Literacy Summer Program