

# Clara Joy Olson

Human-Centered Designer & Researcher

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2019 | CARNEGIE MELLON UNIVERSITY  
Master of Human-Computer Interaction

2015 | SEATTLE PACIFIC UNIVERSITY  
Bachelor of Arts In Psychology

## DESIGN THINKING

Rapid Prototyping  
Usability Testing  
Problem Solving  
Persuasive Design  
Teamwork  
Ideation  
Journey Mapping  
Speed-dating  
Need Validation  
Personas

## QUALITATIVE RESEARCH

Interviewing  
Contextual Inquiry  
User Shadowing  
Heuristic Analysis  
Affinity Diagrams  
Think-Aloud Protocol  
Task Analysis  
Desirability Testing

## QUANTITATIVE RESEARCH

Data Analysis  
Python  
Survey Design  
Excel  
Tableau

## DESIGN

Sketch App  
InDesign  
Figma  
Illustrator  
InVision  
Photoshop

## DEVELOPMENT

HTML / CSS  
Javascript / jQuery  
REACT  
Java  
C++

## PROJECTS

### STRATEGIC VISION FOR SCALING SEX ED THROUGH DIGITAL PLATFORM | 2019

*Report of Research Insights, Outline of Next Steps, and Digital Prototype*

- Developed innovative solutions for delivering sex education online for non-profit client.
- Extracted specific success parameters from client's current school-based model (user shadowing, interviewing, surveys) and translated client and user needs to a scalable digital solution.

### MIT MEDICINE HACKATHON (MENTAL HEALTH TRACK) | 2019

*Stakeholder Interviews, Service Blueprint*

- Led a multi-disciplinary team from problem prompt to concept (childhood bereavement support).
- Stakeholder interviews and secondary research.
- User flows, service model, and customer journey map.

### INPATIENT-FOCUSED CONVERSATIONAL UI | 2019

*Interviewed Inpatients & Families at Various Hospitals*

- Identified pain points and opportunities for hospital inpatients and their families.
- Synthesized research findings into insights to meet stakeholder needs for innovation in patient care.
- Strategic planning and business needs.

### BEHAVIORAL CHANGE INTERVENTION | 2018

*Persuasive Design, Embedded Game Design*

- Designed card game targeting drug use attitudes in young adults.
- Literature review, competitive analysis, user-testing sessions, and surveys.

## WORK

### SOFTWARE ENGINEERING INTERN | JAN 2018 – MAY 2018

*Engage Communications, Inc.*

- Collaborated in development of Hardware Security Module (HSM).
- Developed automated testing; identified critical issues in usability.

### TUTOR IN COMPUTER SCIENCE | AUG 2017 – MAY 2018

*Cabrillo College*

- Helped students program and debug homework assignments (Java, C++, Python).
- Tutored students on conceptualizing creative solutions to problem prompts.

### INTERVIEWER FOR NATIONAL RESEARCH STUDY | FEB 2016 – APR 2017

*University of Michigan*

- Recruited and interviewed 45+ eligible participants identified from 200+ screener interviews.
- Conducted interviews at participants homes regarding their health and retirement.
- Converted refusal interviews, conducted pretests, and noted relevant observations.

### COUNSELOR OF AT-RISK TEENAGE GIRLS | AUG 2015 – FEB 2016

*Haven of Hope*

- Implemented care plans in collaboration with healthcare team, family, and social worker.
- Helped the girls meet day-to-day responsibilities and tracked their wellbeing.

### RISK & IMPULSE BEHAVIOR RESEARCH ASSISTANT | SEPT 2013 – AUG 2014

*Learning and Cognition Labs, Seattle Pacific University*

- Facilitated and ran experimental research with human participants and lab rat subjects.
- Research planning, data analysis, and literature review discussions.
- Collaborated on paper submitted for publication and presented findings at poster session.