

Seeking to apply skills and knowledge to contributions that improve the user experience and design of products which increase consumer perception of corporate quality.

## **Experience**

### **Human Factors Engineer (HFE) | 2022-Present**

MITRE Corporation (Active Security Clearance)

*Most recent impactful work:*

- **DOD Sponsor (Mission Planning Operations, 2024-Present)**
  - o Summary: Led the UX strategy supporting UI modernization of DOD mission planning operations.
  - o Activities: Designed UX mockups, led 4 interviews, created 3 personas, wrote user stories and requirements, developed a task analysis, and traveled to sponsor site.
  - o Outcomes: Presented a newly designed UI combining current user duties and systems into one streamlined product meant to leverage automation and AI while keeping the human in the loop.
- **FDIC (2024)**
  - o Summary: Led the human factors research strategy to support FDIC understanding of modern technology.
  - o Activities: Ran 12 personnel interviews, analyzed organizational technological challenges, and developed a plan to be used for FDIC education with continued HFE support.
  - o Outcomes: Delivered a qualitative data analysis of current challenges faced by FDIC employees regarding education, training, and learning resources for modern technology.
- **DOD Sponsor (Spectrum Operations, 2023-2024)**
  - o Summary: Led the UX design strategy of the development of a UI for DOD spectrum operations.
  - o Activities: Designed UX mockups, collaborated with developers, produced and later analyzed 4 surveys, and ran 2 sponsor-site user interviews.
  - o Outcomes: Successfully provided UX designs and user feedback for an entirely new UI launched in late 2024.
- **Other Activities (Ongoing)**
  - o Contributed to departmental hiring and outreach, volunteered for internal research, traveled to sponsor sites, and mentored junior staff all while maintaining an active security clearance.

### **Human Factors Researcher | 2018-2021**

Embry-Riddle Aeronautical University

- **Company Confidential (Contract, 2020)** - Wrote a technical report; developed, tested, and validated a self-generating ergonomic assessment tool/auto score calculator for a ground transportation manufacturer.
- **Media Use and Driving (Research, 2019 – 2021)** - Surveyed participants to uncover which circumstances they turn down or turn off their media while driving.
- **In-Vehicle Technology (IVT) Learning Resources (Research, 2018 – 2021)** - Literature review and survey on which learning resources (i.e., online articles, owner's manual) drivers use to learn about IVTs (i.e., backup camera, parking assist).
- **Teaching** - Intro. to Human Factors (Fall 2020); Gen. Biology I Lab Instructor (Fall 2019, Spring 2020)

## Education

### **Embry-Riddle Aeronautical University**

- *M.S. in Human Factors Psychology (4.0 GPA)*

### **Texas Tech University**

- *B.A. in Psychology (3.25 GPA)*

## Skills

Usability • Ergonomic Assessment • Focus Groups  
• Personas • Literature Reviews • Qualitative Research • Data Analysis • Empathy Mapping • NASA-TLX • REBA • RULA • Situational Awareness • Think Aloud • Interviews • Survey • Journey Mapping • Contextual Inquiry • Card Sorting • Quantitative Research

## Software

- Adobe Xd; Figma; Axure RP; Balsamiq
- IBM SPSS; R Programming
- HTML; CSS
- Mac OS X; Windows

## Relevant Coursework

Human-Computer Interaction • Ergonomics • Human Factors Methods • Psychometrics • Research Design • Sensation & Perception • Multivariate Statistics

## Research Presentations

Diamond, A., Smith, A., **Campbell, J.C.**, Ito, T., Chaparro, B., and Chaparro, A. (2019, April). *Rider Assist Technologies: Popular Types, Motivations for use, and Information Sources Consulted by Users*. Poster session presented at the Discovery Day Research Symposium, Daytona Beach, FL.

Diamond, A., Smith, A., **Campbell, J.C.**, Ito, T., Rice, S., Keebler, J., Chaparro, B., and Chaparro, A. (2018, November). *In-Vehicle Technologies (IVTs): Self-Reported use, learning, and perceived risk*. Poster session presented at the Florida Automated Vehicle Summit, Tampa, FL.

Diamond, A., Smith, A., **Campbell, J.C.**, Ito, T., Chaparro, B., and Chaparro, A. (2018, November). *Driver Perceptions of Advanced Driver Assistance Systems (ADAS): A Literature Review*. Poster session presented at the Florida Automated Vehicle Summit, Tampa, FL.

## Research Publications

Diamond, A., **Campbell, J.C.**, Rice, S., Chaparro, B., Chaparro, A. (2020). *In-vehicle technology: Ownership, perceived risk, and learning modality*. Manuscript submitted for publication.

Price, M., Alquist, J., **Campbell, J. C.**, Tonnu, K., & Flynn, T. (2017). *Early to bed and early to rise: The relationship between sleep hygiene and self-control*. Manuscript submitted for publication.

## MITRE Awards

- Leadership and work excellence
- Assisting with hiring activities and outreach
- Volunteering to help with research
- Mentoring junior staff

## Hobbies

- Cooking
- Fitness
- Woodworking
- Reading