**Eric**

* 20 year old college student, male
* native English speaker, doesn’t know any other languages
* major in computer science and takes elective courses in other subjects
* very technical and can learn how to use new software very quickly
* picky on software UI and will do some hacks if necessary
* loyal user, doesn’t like changing
* doesn’t use Zotero very frequently since he only uses it for his elective courses that require paper writing