



# SPENCER SUGARMAN

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☎ (412)-254-4227

👤 My biggest passions are uncovering problems and figuring out the new pieces needed to build the best solutions possible. These days I spend my hours disrupting healthcare at UPMC's Technology Development Center, and helping local clients solve business needs at Thinkering.

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## WORK EXPERIENCE

### **University of Pittsburgh Medical Center, Technology Development Center**

#### **UX Designer, 2012—present**

Leveraging natural-language processing to assist clinicians in synthesizing overwhelming amounts of patient data. Designing payer-facing tools for efficiently discovering new opportunities to better document the chronic conditions of their patients. Collaborating with business and development teams in an agile environment to meet the needs of our customers and users within the constraints of the complex healthcare landscape.

### **Carnegie Mellon University**

#### **Research Associate, 2008—2012**

Developed a mobile application using jQuery Mobile and Phonegap to assist second-language learners. Administered psycholinguistic research in the lab and on Amazon Mechanical Turk. Built a platform for viewing and analyzing human and animal communication data gathered by researchers worldwide.

### **3M Company, 2011**

Designed and prototyped a new product for the educational space tailored to the company's unique technological strengths. Performed user research with students, teachers, and industry experts to understand the needs of stakeholders. Built low- and high-fidelity hardware and software prototypes to test and convey design ideas. Provided appropriate documentation and design specifications.

### **Pittsburgh Post-Gazette, 2011**

Worked with journalists, readers, and other locals to design a possible solution for increasing readership in light of recent industry disruptions. Designed an information hub with a focus on assisting recent transplants become acclimated to their new locale.

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## OTHER PROJECTS

### **Next Gauge CDL Warrior, 2014, three months**

Provided design consulting to a startup looking to build version two of their mobile app for commercial truck drivers. Iterated on low-fidelity wireframes with feedback from subject matter experts before user-testing with truck drivers at a Pittsburgh rest stop.

### **Clockwise Tees, 2014**

Designed an iPad app for a local t-shirt printshop which streamlines order processing from purchase to shipping. Observed workers in each department to map current flows and identify pain points. Built several iterations of designs, and collaborated with developers to incorporate feedback and meet specifications.

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## METHODS AND SKILLS

Ethnographic Research, Contextual Design, Cognitive Walkthrough, Personas, Storyboarding, Heuristic Evaluation, Data Analysis, Adobe Creative Suite, Sketch, HTML/CSS, Javascript, Beard Growing, Bike Riding, Rollerblading

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## EDUCATION

### **Carnegie Mellon University, December 2011**

Master of Human-Computer Interaction

### **University of Pittsburgh, May 2008**

Bachelor of Science in Psychology