

ERICA ALBERT

HUMAN FACTORS ENGINEER

ABOUT

Highly motivated Human Factors Engineer with experience in user research, user experience design, user interface design, and project management.

PROFESSIONAL SKILLS

Microsoft Office
Google Apps
C++
JavaScript
HTML
CSS
Axure
Adobe Photoshop
SPSS
Stata
R
Morae Software
Qualtrics
Sketch
Proto.io

PERSONAL SKILLS

Leadership
Collaboration
Problem Solving
Organization
Time Management
Project Management
Strong Work Ethic
Reliable
Personable
Professional

CONTACT

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WORK EXPERIENCE

DIGITAL INNOVATION INTERN

Liberty Mutual | Jan 2018 - Present

- Driving the prioritization of both digital and mobile initiatives within Digital Strategic Service.
- Use both quantitative and qualitative research tools in order to synthesize customer feedback and support the development of both short and long term digital strategies

WEB DEVELOPMENT AND USER EXPERIENCE INTERN

Brainkos | June 2017 - August 2017

- Led the creative direction of their educational gaming platform
- Conducted user research through interviews with target audience and research of competing applications
- Built fully interactive prototypes using Proto.io and conducted 12 usability tests with target audience - findings were integrated into a re-design of the user interface

USER EXPERIENCE INTERN

Rocket Software | May 2016 - August 2016

- Collaborated with IBM on increasing the usability of difficult-to-use software applications
- Conducted user research through interviews and completed 30 usability tests both before and after the re-design
- Built fully-interactive Axure prototypes that were used during presentations and usability tests with target audience

EDUCATION

BACHELOR OF SCIENCE, MAJOR IN HUMAN FACTORS ENGINEERING

Minors: Computer Science, Engineering Management
Tufts University | 2014 - 2018