

ETHAN OSBORNE

315-552-4468 · ETHAN.L.OSBORNE@GMAIL.COM

PROFESSIONAL EXPERIENCE

HCI 521 Software Design, Fall 2018

- This class was designed to mimic working at a startup software company, and was meant to be treated as a part-time job. The company was charged with creating an email analytics dashboard app. As part of the usability and requirements teams, tasks that were assigned included: creating UML diagrams, wireframes, user personas, and the final usability test and survey.
- The final usability test was comprised of a set of tasks created to learn whether the dashboard app was easy to use, easy to understand, and was aesthetically pleasing. Results were collected from the test as well as the survey, which was created using Qualtrics.
- Results of the final usability test concluded that the app designed was aesthetically pleasing, easy to use, and easy to understand; indicating that usability standards were met.

Pinckney Hugo Group, Syracuse, N.Y.

User Experience Intern, 2018 Summer Internship Program

- Completed second summer internship at Pinckney Hugo Group under the direction of the Vice President of Digital Services. The internship was focused on User Experience — specifically the discovery phase. Created Powerpoints to showcase competitive analyses and insights gathered from Google Analytics.
- Tasked with creating basic wireframes, which were then turned into designs and eventually will be developed. Wireframes were created both by hand and by Axure. Wireframes were mainly low fidelity to give the designers an idea of what to create.
- During this internship, a six-week intensive summer course in HCI Research Methods was also completed. One of the requirements of this class was a small research project. Utilizing existing agency needs, a project was completed that included a mockup of an app that would help with the onboarding of new employees. To complete this project there were many components that had to be done, including: field study, interview, task analysis, cognitive walkthrough, storyboarding, and prototyping.

Web Development Intern, 2017 Summer Internship Program

- Created WordPress sites from initial designs, to coding the site, to testing cross-browser compatibility and all other go-live necessities.
- Developed custom experiences for each client, including social media and Google Maps API integration. Google Maps integration included simple maps as well as helping create a unique experience for a kiosk feature.
- WordPress development utilized the Nebula Theme to provide exclusive experience for each client. Through the use of custom post types and advanced custom fields, content was made dynamic and client's expectations were exceeded.
- Developed skills in time management, client relations, and collaboration simultaneously while learning invaluable front-end development skills.

SKILLS

User Centered Design ■ Competitive Analysis ■ Cognitive Walkthrough ■ Task Analysis ■ Usability Testing ■ User Personas ■ Wireframing ■ Survey Creation ■ Web Development (HTML/CSS)

EDUCATION

**Oswego, State University of New York
Oswego, N.Y**
M.A. Human-Computer Interaction
May 2019

Nazareth College, Rochester, N.Y.
B.A. Psychology May 2017
Minor in Information Systems

Athletics

Varsity Cross Country Team, Nazareth College
August 2013-November 2014

Varsity Indoor/Outdoor Track and Field Team,
Nazareth College November 2013-May 2015