**Fallon Anne Shaughnessy**

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**EDUCATION**  
**M.S.**, **Human Factors Engineering, Tufts University, 2020**  
Incoming masters student in Human Factors through the School of Engineering

**B.S., Engineering Psychology, Tufts University, 2019**

Minor in Film and Media Studies

*GPA: 3.72/4.00*

Dean’s List, NESCAC & NFHCA All-Academic

**RELATED COURSEWORK**

|  |  |  |
| --- | --- | --- |
| Engineering Psychology | Advanced Engineering Psychology | Human Factors and Ergonomics |
| Human Factors in Product Design | Analytical Methods in Human Factors | Design Solutions for People in Need |
| Societal Aspects of Design | Experimental Psychology | Web Programming |
| Computing in Engineering | Statistics for Behavioral Psychology | Computer Aided Design |

**WORK EXPERIENCE**

**Volpe National Transportation Systems Center,** Cambridge, Massachusetts

Volpe is a national transportation and logistics center under the United States Department of Transportation. My research project focused on developing a framework that could help synthesize a beneficial relationship between Volpe and Tufts given the newly signed CRADA (Cooperative Research and Development Agreement). My partner and I developed a protocol for future student researchers who will work at Volpe that we believe best utilizes student research and Volpe technologies for the interests of Tufts, Volpe, and the students alike.

*Tufts Human Factors Researcher,* September 2018-December 2018

● Researched and cataloged Volpe’s untapped resources for potential student exploration

● Interviewed and surveyed Tufts students, Tufts faculty and Volpe researchers to create the basis of user and stakeholder needs and requirements

● Established guidelines and a framework for future students conducting independent research at Volpe

● Prepared a research investigation proposal following our framework as a proof-of-concept to be picked up and executed by future students at Volpe

**Acorio,** Boston, Massachusetts

Acorio is a ServiceNow consulting company that uses their expertise in the cloud software to transform clients’ informational technology services. Acorio’s focus is on developing a user friendly ServiceNow platform tailored to their client’s needs. I worked for Acorio as a summer intern in their User Experience Practice. My UX group’s primary focus was on developing unique, client tailored service portals. I worked on several diverse teams and projects that were at various levels of development.

*User Experience Practice Intern,* June 2018-August 2018

● Worked on multiple projects simultaneously in an agile sprint environment

● Assisted the UX team in creating client decks   
 ● Worked with the UX practice to develop web service portals for clients

● Aided team in creating client-specific user feedback surveys

**Countryside Tradin**g, Littleton, Massachusetts  
Countryside Trading is a business in Littleton, Massachusetts that purchases gold, antiques, jewelry, fine art, vintage coins, and various other kinds of products for online resale. I worked at Countryside Trading primarily during my breaks off from school during the summer and winter intersession in addition to part time online work while attending school. As a small company, I gained exposure to many aspects of the e-commerce business, specifically utilizing services like eBay, Ink Frog, Etsy, and Craigslist in addition to the company’s online store. My main responsibilities had to do with customer needs. More specifically, I was concerned with customer reviews on the various resale sites, as we strived to maintain gold star seller status with excellent ratings.

*Marketing Intern,* May 2015-August 2017

● Created customer feedback surveys

● Conducted phone interviews with customers

● Reached out to unsatisfied customers to inquire pain points to better improve our services  
 **SKILLS**

*Computer:* HTML5/CSS, JavaScript, C++, Sketch, Adobe: Photoshop & Premiere Pro, Microsoft Excel, Qualtrics, UserTesting.com,  
  
*Research:* Usability testing, Contextual Inquiry, User Interview, User-Centered Design, Rapid Prototyping

**VOLUNTEER & LEADERSHIP EXPERIENCE**

**Tufts University Field Hockey,** Medford, Massachusetts  
*Team Co-Captain,* December 2017-November 2018

● Helped lead team to the NCAA Division III Championship game

● Voted team MVP by peers

● Facilitated communication between teammates, coaches and administration

● Managed offseason practices and workouts  
*Accolades:*● 2018 NCAA Division III National Runner Up ● 4x NFHCA Division III National Academic Team

● 2018 NCAA All-Tournament Team ● 3x NESCAC All-Academic Team● 2018 Second Team NFHCA All-New England West ● 2016 NCAA DIII National Runner Up● 2018 Second Team All-NESCAC ● 2016 NESCAC Champion

**Acton-Boxborough Varsity Field Hockey,** Acton, Massachusetts  
*Team Co-Captain,* August 2014-November 2014

● Helped lead team to MIAA Division I State Championship win

● Voted unsung hero by teammates

*Accolades:*● 2x Massachusetts State Champion ● 2014 Dual Country League All-Star

● 3x Massachusetts North Champion ● 2014 Best of 60 Selection● 4x Dual County League Champion ● 4x NFHCA High School All-Academic  
  
**Girl’s Youth Lacrosse/Field Hockey Coach,** Massachusetts

● Lead practices/coached games for a 3rd and 4th grade girls’ lacrosse town lacrosse team

● Coached youth clinics for local Medford/Somerville preschool through middle schoolers

● Assisted with prospective college recruiting camps for high schoolers at Tufts