**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  
 I’ve had wonderful opportunities to volunteer in my local communities as a coach for girls’ youth sports. From preschoolers to high schoolers, my players’ enthusiasm gives me hope for a more inclusive, larger community of female athletes in the years to come. I’m thankful for the strong, athletic women who came before me and the path they paved, and hope to pay it forward to the women who will come after me.