

William Cooper

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EDUCATION

University of Iowa, Iowa City, Iowa

August 2019 - Present

M.A. Library and Information Science, Information Science Informatics Certificate

Library and Information Science Student Organization - President

• **St. Ambrose University, Davenport, Iowa**

August 2014 - May 2018

Bachelor of Arts in History and Political Science, Magna Cum Laude

Dean's List (Fall 2014 - Spring 2017, Spring 2018)

- Falwell Award, 2017 & 18 - Award recognizing outstanding work in pre-law studies
- Mock Trial Team, 4 years, 3 years team captain

EXPERIENCE

User Experience Researcher, University of Colorado Boulder

Remote

- Leading UX research project to evaluate the GeoLibrary at the University of Colorado Boulder libraries.
- Conducting remote usability study with users of platform
- Leading heuristic evaluation sessions
- Deploying survey to users
- Presenting findings in presentation to stakeholders at CU Boulder libraries

User Experience Designer, National Covid Cohort Collaborative

Remote

- Designing content portal for researchers, clinicians, and others to share, access, and explore COVID-19 data.
- Conducting user research, including card sorting, usability testing and user interviews.
- Creating graphics to illustrate workflows and roles.
- Developing models of user behavior, including personas.

Students Engaged At Main (SEAM) Staff

January - December 2020

Iowa City, Iowa

- Conducted regular reference consultations to guide students through mentally mapping their search process and organizing research information.
- Lectured in undergraduate courses with 50+ minute instruction sessions to help students develop research skills.
- Designed guides on University of Iowa library site to aid students in navigating through complex information systems effectively.

Graduate Student Assistant, University of Iowa Main Library

Fall 2019 - Spring 2020

Iowa City, Iowa

- Responded to queries on online chat services for the University of Iowa libraries.
- Provided general reference services to students, for topics such as research questions and using resources including online databases and the library catalogue.
- Provided information to patrons on how to use library services, including computers and printers, room reservations, and interlibrary loan.

AmeriCorps NCCC FEMA Corps Member

Summer 2018 - Summer 2019

Vinton, Iowa

- Served in a full-time volunteer program to assist in disaster situations.
- Assessed needs of flooding survivors in Pennsylvania through phone interviews and home visits and created reports submitted to voluntary agencies.
- Provided care to survivors of Hurricane Michael in Panama City by assessing their needs, registering them with FEMA for assistance, providing information on resources, and giving emotional support.
- Supported a training center in San Juan, Puerto Rico by facilitating classes for FEMA employees, assisting the office staff of 20+ administratively, and organizing a team building workshop for all training cadre employees across the island.

Residence Life Advisor, St. Ambrose University

Summer 2015 - Spring 2018

Davenport, Iowa

- Supervised 30-50 students per year, including underclassmen and upperclassmen.
- Checked in with each resident 6+ times per semester and directed students to campus resources, helped mediate conflicts, and answered general questions.
- Helped build community environment by organizing six to ten programs for hall per year and facilitating campus-wide events.

Summer Research Institute Member, St. Ambrose University

Summer 2017

Davenport, Iowa

- Worked with the guidance of faculty member to produce research in political philosophy, including an extended book review and independent research topic.
- Met weekly with research groups in different fields to discuss research progress, collaborate, and gain broader perspective of research process across varied disciplines.
- Delivered presentation of research at conference.

Skills: research communication, data visualization, data analysis, public speaking, interviewing, usability testing, wire framing, UX advocacy, writing, survey design, qualitative coding

Tools: Python, HTML, CSS, Javascript, Bootstrap, Figma, Bootstrap, Miro, Drupal

Relevant Coursework: Human Computer Interaction (HCI) Research Methods, Database Management, Information Visualization, Information Behavior, Information & Inquiry, Intro to Statistical Methods