

Healy Dwyer

UX Researcher | 561-703-8174 | healydwyer.com | healydwyer@gmail.com

Education

Carnegie Mellon University

Master of Human-Computer Interaction

GPA: 4.00 / 4.00

Pittsburgh, PA

August 2022

Florida State University

Bachelor of Science, *Cum Laude*, in Information Technology and Social Science

GPA: 3.704 / 4.00

Tallahassee, FL

May 2017

Experience

Researcher, Carnegie Mellon University – Pittsburgh, PA

August 2021– August 2022

- Led intercept interviews and observations for research surrounding the deployment of delivery robots
- Presented insights at local steering committee to guide local & state policy decisions and further research on PDDs (personal delivery devices)

UX Engineer & Researcher, CSX Transportation – Jacksonville, FL

July 2017– August 2021

- Conducted user research at CSX rail yards and terminals that led to cost savings and greater developer efficiency
- Led contextual inquiry sessions and built user survey to guide direction of new mobile application
- Built user interfaces for 5+ mobile and web applications and worked with designers to guide product direction

Sales Research Intern, Allscripts - Chicago, IL

Jun 2016- Jun 2017

- Designed custom survey reporting graphics in Salesforce
- Built custom visualizations based on quantitative sales data and research with reps and demo team members

University Ambassador, Florida State University - Tallahassee, FL

Aug 2015 - May 2016

- Presented a two-hour informational script while leading campus tours for prospective students & families
- Selected as a Tour Trainer to mentor, evaluate, and assist new hires

Web Development Intern, Unhoused Humanity - Tallahassee, FL

Jan 2015- May 2017

- Led UX research and development for local startup working to aide those experiencing homelessness
- Pinpointed the need for secure, automated payment with integrated data collection and implemented it on web platform

Awards, Publications, & Involvement

- **Adobe Women in Technology Scholarship**, 2021
- **App Developer – Bike Lane Uprising**, Oct 2020 - Aug 2021
- **Founder of Bike Duval**, local bike advocacy & group riding organization aiming to make Jacksonville more equitable for all people and forms of transportation, Jan 2019- Aug 2021
- **Chair – Jacksonville Bicycle and Pedestrian Advisory Committee**, advancing bicycle and pedestrian infrastructure throughout Jacksonville working alongside planners, engineers, and representatives, July 2019 - Aug 2021
- **Best Use of Trailhassee API**, Trailhacks 2017
- **Best Use of Design Thinking** – Hack FSU 2017
- Featured on **Newman Podcast - Episode 9: Bike Duval**, 2019
- **Organizer – Angular Jax Meetup**: host monthly meetups to talk about all things Angular, JavaScript, and technology in Jacksonville and beyond, 2018-2020