JAMIE DORST

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EDUCATION

CARNEGIE MELLON UNIVERSITY
August 2018 - May 2022

B.A. in Human-Computer Interaction
B.A. in Psychology
Minor in Technical Writing
GPA: 3.97

RELEVANT COURSEWORK

Interaction Design Studio I & II
User-Centered Research & Evaluation
Accessibility
Design for Service
Computing for Creative Practice
Methodology of Visualization

SKILLS

TOOLS
Adobe Creative Cloud
Sketch / Figma / InVision
Miro
Principle
Dovetail
Autodesk Maya & Fusion

RESEARCH & DESIGN
Wireframing
Prototyping
Sketching
Think Aloud Protocol
Interviews & Focus Groups
Stakeholder Mapping
Journey Mapping
Thematic Analysis

DEVELOPMENT
HTML
CSS/SCSS
JavaScript / p5.js
React

EXPERIENCE

EXPERIENCE DESIGN INTERN @ BANK OF AMERICA
June 2021 - August 2021
San Francisco, CA / Remote

MyMerrill: An advised wealth management platform for clients with >250k in investable assets.

- Conducted competitive analysis and 1:1 interviews of subject matter experts and clients

- Introduced a compact, redesigned version of the Portfolio & Accounts page.

  Please contact for more details.

UX RESEARCH INTERN @ VMWARE
May 2020 - December 2020
Palo Alto, CA / Remote

Colleague Experience Team: Improving the work experience of VMware employees through extensive research, ideating, and unique internal product creation.

- Recruited global participants, then conducted 60+ interviews, focus groups, and interactive journey mapping sessions on a variety of remote working topics

- Developed original thematic analysis system using Dovetail to conduct in-depth data review

- Led usability testing for internal design products, and created new template for all future sessions

- Created/presented readouts to leadership; data had far-reaching effects on company policies

RESEARCH ASSISTANT @ CMU HCII | CLASSINSIGHT
September 2019 - June 2020
Pittsburgh, PA / Remote

ClassInSight: How nonverbal behaviors affect the classroom, focused on college professors with little teaching training.

- Coded 20+ hours of students' and professors' actions to learn about nonverbal classroom behaviors

- Assisted with 1:1 interviews, then transcribed and analyzed data

- Explored resulting insights to help design a teacher-facing dashboard of behavior data

RESEARCH ASSISTANT @ CMU HCII | MACROINVERTEBRATES
October 2018 - May 2019
Pittsburgh, PA

Macroinvertebrates: Learning and teaching tool on aquatic insect identification to help citizen scientists in pollution prevention.

- Created thoughtful and informed site content to attract viewers and build a brand and reputation

- Designed new teaching content including the first ever digital and interactive dichotomous key with printable info pop-ups

- Conducted think aloud protocol with users and analyzed results to make further website iterations