

# KAITLYN SPARKS

User Experience Research and Design

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## EDUCATION

### **Carnegie Mellon University**

*Masters in Human-Computer  
Interaction*

August 2015 (Expected)

### **Vanderbilt University**

*B.S. in Computer Science  
B.S. in Psychology*

May 2011

## SKILLS

### **Design**

Adobe InDesign  
Wireframes  
Personas  
Storyboards

### **Development**

Java  
Android SDK  
HTML5 / CSS3  
C#  
SQL

### **User Research**

A/B Testing  
Competitive Analysis  
Contextual Inquiry  
Heuristic Evaluation  
Interview  
Log Analysis  
Think Aloud Protocol  
Survey

## WORK EXPERIENCE

### **Software Developer, Asurion**

*Nashville, TN | March 2013 - July 2014*

- Design and delivery of software solution for projects using C#, .NET framework, and TIBCO technologies
- Developed integration between supply chain and claims application for Walmart client
- Designed and developed solution to determine subscriber eligibility for Verizon Total Mobile Protection application used by over 1 million subscribers by integrating internal systems with Verizon systems and Google Play services
- Responsible for refactoring enterprise ASPX.NET controls on internal claims application using a Model-View-Presenter pattern and writing unit tests using the Moq library for a minimum of 90% code coverage on each user control

### **Program Manager, Asurion**

*Nashville, TN | June 2011 - March 2013*

- Responsible for creating and maintaining processes to facilitate project requirements changes across 27 development platforms.
- Documented change control process using flow diagrams. Created wireframes and requirements and built solutions using Sharepoint technologies.
- Responsible for team of 8 onshore and offshore resources working to improve quality of middle tier services

### **Android Developer (Intern), Vanderbilt Institute for Software Integrated Systems**

*Nashville, TN | May 2010 - July 2010*

- Project: Designed and Developed an Android-based user interface prototyping tool to expedite design by creating a more accurate end-user experience prior to development
- Implemented a program to parse XML files and dynamically create controls and screen flows using the Java, Android SDK, and XML layouts