

KAITLYN SPARKS

User Researcher and Interaction Designer

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(912) 585-2036

EDUCATION

Carnegie Mellon University

Masters in Human-Computer Interaction

August 2015 (Expected),
Pittsburgh, PA

Vanderbilt University

B.S. in Computer Science

B.S. in Psychology

May 2011, Nashville, TN

SKILLS

Design

Adobe InDesign
Adobe Illustrator
Wireframing

Development

Java
Android SDK
C#
HTML/CSS
Bootstrap
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. Process facilitated business flexibility by managing over 120 changes in the first year.
- Documented change control process using flow diagrams, created wireframes and requirements, and built solutions using Sharepoint technologies
- Worked with operations, enterprise architecture, and application development teams to create a process for service governance of 700+ services
- 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