

# KAITLYN SPARKS

User Experience Research and Design

www.kaitlynsparks.com  
kaitlynesparks@gmail.com  
(912) 585-2036

## 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

Adobe Illustrator

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

## PROJECTS

### User Experience Research and Design Lead, Bloomberg Capstone Project

*Pittsburgh, PA | January 2015 - Present*

8 month long project with 5 member interdisciplinary team that consists of creating and implementing research plans, data synthesis, design, and iterative prototypes

## WORK EXPERIENCE

### Software Developer, Asurion

*Nashville, TN | March 2013 - July 2014*

- Designed and delivered software solutions for business projects
- Projects included developing integration between supply chain and claims application for Walmart client and developing solution to determine subscriber eligibility for Verizon Total Mobile Protection application used by over 1 million subscribers

### Program Manager, Asurion

*Nashville, TN | June 2011 - March 2013*

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

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

*Nashville, TN | May 2010 - July 2010*

Designed and Developed an Android-based user interface prototyping tool to expedite design by creating a more accurate end-user experience prior to development

## CHALLENGES AND HACKATHONS

### iOS App Challenge

Four day team competition to design and develop an iOS application using Swift. We created an application to schedule meals and invite your friends to join you.

### Disney Imaginations Competition

Team competition to use the Disney branding to design an eco-friendly mass transportation system. We conducted online research, branding brainstorming, and storyboards to design a transportation system for Istanbul, Turkey.