karl**nieberding**

user experience designer

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EDUCATION

Master of Human-Computer Interaction, 2009
Carnegie Mellon University | Pittsburgh, PA

Graduate Coursework
HCI Master's Capstone Project
Contextual Design & Usability Methods
Interaction Design Studios (Basic & Advanced)
Interaction Design Theory/Writing
Service Design Studio
Communication Design

Bachelor of Computer Science, 2005
University of Maryland | College Park, MD
Philosophy Minor
Honors Program

Undergraduate HCI Project
Designed an interactive touchscreen kiosk for visual browsing and purchasing of music and movies.

WORK EXPERIENCE

User Experience Developer, 2006–2007
Hillcrest Laboratories | Rockville, MD
Programmed the user interface (using JavaScript and SVG) for next-generation home entertainment software. Created a demo that won the company a major client. Participated in design discussions, prototyping of new features, and usability testing.

Quality Assurance, 2006
Big Huge Games | Timonium, MD
Playtesting and bug reporting during pre-release crunch time for Microsoft-published PC game *Rise of Legends*.

Programmer Analyst, 2005–2006
Information Management Services | Silver Spring, MD
Programmed the statistical analysis of National Institutes of Health cancer research for published reports.

Human-Computer Interaction

Salesforce.com
Design Lead
Designed a natural language feature to enhance experience and productivity for everyday business users.

iCarnegie
Design Lead
Redesigned online course platform to improve student organization and efficiency.

Methods

Contextual Inquiry

Heuristic Evaluation

Cognitive Walkthrough

Think Aloud

Keystroke-Level Modeling

Affinity Diagram

Five-Dimensional Work Models

Speed Dating

Artifact Walkthrough

Interaction Design

Microsoft
Designed a multi-platform system that enhances professional networking through social and in-person connections.

Mayo Clinic
Designed a community-focused service that helps people keep making good health decisions on a daily basis.

Methods

Territory Map

Process Model

Journey Map

Participant Journals

Directed Storytelling

Service Blueprint

Collage Making

Creative Artifacts

Shadowing

Personal Inventory