Lena Malkhasian
User Experience Researcher and Designer

www.lenamalk.com
lmalkhasian@gmail.com
(586) 530 - 9773

EDUCATION

2014 **Carnegie Mellon University | Pittsburgh, PA**
Master of Human-Computer Interaction
Relevant Coursework: HCI Project, Small Group Study, Interaction Design Studio, User Centered Research and Evaluation, Morality Play, Methodology of Visualization, Human Factors

2013 **University of Michigan | Ann Arbor, MI**
Bachelor of Science & Engineering, Computer Science

PROJECTS

2014 **Eaton Corporation Capstone**
User Research Lead
Leading the team's user research and data synthesis strategy. Conducting research and collaborating in the design process to create the future of Eaton Switchgear.

2014 **Animal Rescue League of W. Pennsylvania**
UX Designer and Researcher
Researching, designing and prototyping a tool that helps decrease the overwhelming number of cats that go through the shelter and educates the public about spay and neuter programs.

WORK EXPERIENCE

2013 **Expedia Inc.**
Software Engineer in Test Intern
Collaborated with the Local Expert team, and used agile methodologies while developing code for the team's test infrastructure and gained experience with continuous delivery.

2012 **Microsoft Corporation**
Software Development Engineer in Test Intern
Designed and developed an iOS and Windows 8 solution for mobile bug filing for the SQL Server Mobile Business Intelligence team. Gained experience collaborating with other developers, managers, and interns on the team.

2011-2013 **Kresge Hearing Research Institute**
Programmer / IT Specialist
Designed mockups for a new KHRI website and communicated with and created technical solutions for non-technical members of KHRI.

SKILLS

Design
Prototyping
Wireframing
Storyboarding

Research
Research Planning
Contextual Inquiry
Affinity Diagrams
Interviews
Surveys
Think Alouds
Heuristic Evaluation
A/B Testing

TOOLS

Design
Photoshop
InDesign
Illustrator

Programming
HTML/CSS
JavaScript

Prototyping
Balsamiq

RELATED INTERESTS

Sketching
Photography