

Lena Malkhasian

UX Design and Research

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EDUCATION

**CARNEGIE MELLON
UNIVERSITY**
Pittsburgh, PA
Expected Aug 2014

Master of Human-Computer Interaction

GPA: 3.84/4.00

Relevant Coursework: HCI Project, Small Group Study, Interaction Design Studio, User Centered Research and Evaluation, Methodology of Visualization, Human Factors

UNIV of MICHIGAN
Ann Arbor, MI
May 2013

Bachelor of Science & Engineering, Computer Science

GPA: 3.76/4.00

Relevant Coursework: Major Design Project, Software Project

TOOLS

Design

Photoshop
InDesign
Illustrator

Prototyping

Balsamiq
Axure

PROJECT EXPERIENCE

**EATON
CORPORATION
CAPSTONE**
Jan - Present

User Research Lead

Leading the team's user research and data synthesis strategy. Conducting interviews and touchstone tours to learn about current gaps in the switchgear market. Visioning and iteratively prototyping the future of Eaton Switchgear and switchgear interactions.

**ANIMAL RESCUE
LEAGUE**
Jan - May 2014

User Experience Designer

Conducted user research, created visions and storyboards. Iteratively prototyped a tool that helps decrease the number of cats that the shelter intakes. Created a service blueprint for the solution. Designed the book that communicated our process, findings and concepts to our client.

**KNEEJERK
STUDIO PROJECT**
Feb - March 2014

Mobile User Experience Designer

Conducted guerrilla interviews with teenagers to find an opportunity space for a mobile application. Designed, wireframed and prototyped an application that allows teenagers to share their reactions to each other's pictures and videos.

SKILLS

Design

Visioning
Storyboarding
Wireframing
Prototyping
Journey Mapping
Service Blueprints

Research

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

WORK EXPERIENCE

EXPEDIA INC
May - Aug 2013

Software Engineer in Test Intern

Collaborated with the Local Expert team. Used agile methodologies while developing code for the team's test infrastructure. Gained experience with continuous delivery.

**MICROSOFT
CORPORATION**
May - Aug 2012

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. Collaborated with other developers, managers, and interns.

**KRESGE HEARING
RESEARCH INSTITUTE**
2011 - 2013

Programmer / IT Specialist

Designed mockups for a new KHRI website. Communicated with and created technical solutions for non-technical coworkers.

RELATED INTERESTS

Sketching
Photography