LENA MALKHASIAN
user experience design and research

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OBJECTIVE

Seeking volunteer opportunities that use design and research to help organizations connect with their customers and reach their goals.

EDUCATION

Carnegie Mellon University
Masters in Human-Computer Interaction
August 2014, Pittsburgh, PA

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

University of Michigan
B.S.E. in Computer Science
May 2013, Ann Arbor, MI

SKILLS

Design
Persona Development, Use Case Development, Storyboarding, Wireframing, Paper Prototyping, Sketching

Research
Research Planning, Contextual Inquiry, Interviewing, Think Aloud, Cognitive Walkthrough, Heuristic Evaluation, Surveys, Competitive Analysis, Data Synthesis, Affinity Diagramming

Software
Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Omnigraffle

WORK EXPERIENCE

Bloomberg, L.P. | *Interaction Designer*
September 2014 - Present, New York, NY

User research, design, usability testing and strategy for several functions on the Bloomberg Terminal.

Conducting interviews with application and domain specialists to develop user workflows, and using the workflows to design wireframes. Collaborating closely with product owners and software developers to strategize the implementation of designs.

PROJECT EXPERIENCE

Capstone Project for Eaton | *User Research Lead*
January 2014 - August 2014, Pittsburgh, PA

An 8-month capstone project working in student team to design the future of human-switchgear interactions.

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

Project nala for Animal Rescue League | *UX Designer*
January 2014 - May 2014, Pittsburgh, PA

A 4-month project working in a student team in collaboration with the Animal Rescue League of Western Pennsylvania designing a tool to decrease the number of feral cats the shelter intakes.

Conducting user research, creating visions and storyboards. Iteratively prototyping a website that promotes Trap-Neuter-Return and connects trappers to community members. Creating a service model for our solution. Designing a book that communicates our process, findings and concepts.