

# Lena Malkhasian

User Experience Designer and Researcher

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## EDUCATION

### **Carnegie Mellon University | Pittsburgh, PA**

Master of Human-Computer Interaction  
August 2014

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

### **University of Michigan | Ann Arbor, MI**

Bachelor of Science & Engineering, Computer Science  
May 2013

## PROJECTS

### **Eaton Corporation Capstone Project**

User Research Lead

January 2014 – August 2014

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.

### **Animal Rescue League of W. Pennsylvania**

Designer and Researcher

January 2014 – May 2014

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

### **Expedia Inc.**

Software Engineer in Test Intern

May 2013 – August 2013

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.

### **Microsoft Corporation**

Software Development Engineer in Test Intern

May 2012 – August 2012

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.

### **Kresge Hearing Research Institute**

Programmer / IT Specialist

November 2011 – May 2013

Designed mockups for a new KHRI website and communicated with and created technical solutions for non-technical members of the KHRI team.

## SKILLS

### **Design**

Photoshop  
InDesign  
Illustrator  
Prototyping  
Wireframing  
Storyboarding

### **Research**

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

### **Languages**

HTML/CSS  
JavaScript

### **Related Interests**

Sketching  
Photography