

# Luke Hillman

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portfolio [lukehillman.net](http://lukehillman.net)

Multidisciplinary, T-shaped information architect, interaction designer, & full stack engineer with a focus on accessibility, inclusion, and harm reduction. Experienced and classically educated in qualitative user research methods. Seeks work with potential for positive social, environmental, and/or scientific impact.

## 8/2021 – 4/2022 Director of User Experience Midspace – Remote / San Francisco

- This was an individual contributor + management role at a small startup built around an open source academic conference platform. I managed the entire product roadmap, user research pipeline, all product design tasks, and customer experience team until the company's dissolution in April 2022.
- Supervised student research projects and open source community contributions
- Post-dissolution, currently continuing to lead design iterations on the extant open source project

## 7/2018 – 7/2021 Lead Product Designer Chegg – Santa Clara, CA

- Led the design of three student- and educator-facing products. Directly managed other designers.
- Served as the "Accessibility Czar" on Chegg's design system committee
- Mentored junior designers, interns; conducted prototyping workshops; spoke at internal conferences
- Facilitated the integration of UX into Agile development processes across multiple teams
- Wrote job descriptions, led evaluation and hiring of UX design candidates

## 1/2016 – 6/2018 Senior Product Designer and Researcher StudyBlue – San Francisco

- Developed and documented StudyBlue's interaction design language
- Defined and implemented StudyBlue's user research process: research question definition, experiment design, participant recruitment, synthesis. Trained design team in research fundamentals.
- Owned UX for StudyBlue's "learning tools" division (anything directly involved in the user's experience of creating and studying content)

## 1/2015 – 7/2015 Senior UX Designer Prosper Marketplace – San Francisco

- Owned UX for the "investor" side of this P2P lending platform: conduct qualitative research together with dedicated researchers to inform design decisions and direct further quantitative research
- Wireframed and prototyped flows for Prosper's new responsive web app
- Recognized leader among a cross-functional team of devs, designers, researchers, and copywriters

## 6/2014 – 10/2015 Product & Design Lead Agrarify, LLC – San Francisco

- Prototyped early versions to gather user feedback and discover pain points before development
- Developed domain-driven design guidelines, providing a conceptual framework for engineers to understand, architect, and implement mobile solutions for the urban agriculture space

## 1/2013 – 5/2014 Senior UX Designer and Researcher 1/2012 – 12/2012 UX Designer Triplt – San Francisco

- Produced storyboards, information architecture docs, wireframes, comps, UI copy, and prototypes
- Conducted qualitative user research using formal and informal methods

## 2022 Certificate, Full Stack Software Engineering UC Berkeley Extension

Intensive, project-based course. Technologies covered: HTML, CSS, JavaScript, jQuery, MySQL, MERN stack (MongoDB, Express.js, React.js, Node.js), Rest APIs, GraphQL, Git, Heroku, shell scripting, unit testing, continuous integration

## 2011 Master of Arts, Communication, Culture, & Technology Georgetown University

Focused on HCI research methods. Thesis defended with distinction: *User-Centered Design in Virtual World Interfaces: A Human Factors Perspective on Third-Party Second Life Viewers*

## 2008 Bachelor of Arts, Government Georgetown University

// **Keywords** Information architecture, rapid prototyping, design systems, qualitative research, evaluative research, mixed-methods research, mobile, tablet, desktop, responsive web, service design, a11y