Michael James

Designer
Experiences, Services, Systems, Futures

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Discovery & Exploration
Contextual Inquiry & Design
Storyboarding
Co-Design Workshops
Paper Prototypes / Balsamiq
Sketch / InVision / Framer
HTML / CSS / Javascript
Processing / Python
Max/MSP/Jitter / TouchDesigner

Communication
Illustrator / Photoshop
After Effects / Premiere
AutoCAD / Vectorworks
Maya / Cinema 4D

Evaluation
Usability Testing
Tableau Desktop
FullStory / Appsee
New Relic / Interana

Collaboration
Agile & Lean Methods
Constructive Critique
JIRA / Salesforce / Zendesk

Education

Carnegie Mellon University *BFA 2017*
Aug 2013 – May 2017 / Pittsburgh, PA
- Drama (Video & Media Design), major
- Human-Computer Interaction, major
- Incorporating imagination, play, and storytelling from Drama with methods, research, and tools from HCI to create rich experiences and services

Experience

Procore Technologies
Onboarding Squad & Web App Redesign Team *UX Design Intern*
May 2016 – present / Santa Barbara, CA
- Reimagined implementation process for new accounts to shorten time to value
- Crafted service blueprint to align business units along the customer journey
- Researched and designed permission template creation for new accounts, taking the process from a 20+ page form to 25 strategic questions
- Rapidly designed, prototyped and tested new navigation systems for the web app
- Redesigned web app information architecture using a card sort and tree tests
- Designed the voice user interface for a new Amazon Echo integration

Carnegie Mellon University
Center for Machine Learning and Health *Designer & Research Assistant*
Jan 2016 – present / Pittsburgh, PA
- Interviewed local leaders and social workers to inspire service interventions to benefit the Pittsburgh homeless community
- Storyboarded service concepts that were refined using the speed dating method
- Currently designing a service that allows food insecure individuals to communicate their material needs and preferences so food pantries may cater their offerings

Office of Leadership & Involvement *Carnegie Leadership Consultant*
Jan 2016 – present / Pittsburgh, PA
- Consult with students and organizations to offer professional development and business strategy, such as increasing member engagement and process improvement
- Studying student needs and common organizational breakdowns to inform new and improved offerings that are diverse, accessible and address root issues

School of Drama, *Milk Like Sugar* *Video & Media Designer*
May 2016 – Dec 2016 / Pittsburgh, PA
- Designed media system and content for a contemporary play in a local warehouse
- Embedded monitors, projections, and cameras among existing architecture to immerse the audience in the overwhelming and mediated world of a struggling sixteen year old
- Built custom TouchDesigner media server to generate live video content that morphed throughout the piece to parallel the female lead's journey to independence

HCII, Social Computing Lab *Research Assistant*
June 2015 – Aug 2015 / Pittsburgh, PA
- Designed and conducted user study that compared two existing data analysis softwares to a new tool that uses touch interactions and animation to visualize data
- Obtained sample data, designed tasks, and wrote study protocol and questionnaires

DataSquid *UX Designer*
July 2015 – Aug 2015 / Pittsburgh, PA
- Wrote and designed onboarding for a data visualization iPad app, including an animated swipe-through and interactive tutorial
- Contributed design iterations for new and improved features