

# Diana N

<b>AGE</b>	65
<b>OCCUPATION</b>	Stenographer
<b>LOCATION</b>	East Longmeadow, Ma
<b>GENDER</b>	Female
<b>TIER</b>	Casual

## MOTIVATIONS

FAX PAPERS TO HERSELF AND IS ABLE TO ACCESS THE FAXES THROUGH EMAIL. DIANA USES TWO DIFFERENT EMAILS, FACEBOOK MESSAGES (WILL GO ONTO FACEBOOK FROM THERE), THEN SHE MAY SEE A RECIPE OR SOMETHING, IF SHE DOESNT KNOW HOW TO SAVE IT, SHE WILL MESSENGER HERSELF THE RECIPE. DIANA HAS 930 FOLDERS ON YAHOO EMAIL AND SEVERAL MORE ON GMAIL BUT HAS NO WAY OF ORGANIZING THEM TO FIND OLDER SAVES. EVERYDAY SHE IS SAVING SOMETHING ONLINE. DIANA MENTIONED THAT IF SHE COULD MANAGE TO LEARN TO USE A APPLICATION, IT WOULD MAKE MANAGING HER SAVED ITEMS EASIER TO FIND, IT WOULD BE EASIER FOR HER TO BE ABLE TO SAVE ON ANY BROWSER TYPE (USED INTERNET EXPLORER FAVORITES AND DIDN'T KNOW HOW TO SAVE ON CHROME). DIANA SAID HAVING A CENTRALIZED PLACE TO SAVE WOULD OVERALL JUST MAKE EVERYTHING EASIER.

## GOALS

- KEEP TRACK OF ALL HER 'FAVORITES' IN ONE CENTRAL PLACE
- MORE USER FRIENDLY FOR PEOPLE WHO AREN'T TECHY

## FUSTRATIONS

- HAVE TROUBLE KEEPING TRACK OF ALL HER CONTENT
- HAVE DIFFICULTY TRANSITIONING FROM ONE BROWSER TO THE NEXT TO SAVE, FAVORITE OR BOOKMARK THINGS SHE LIKES TO READ OR LOOK AT.
- SHE CAN'T REMEMBER EVERYTHING SHE SAVES AND IT WOULD BE NICE TO REMEMBER WHAT SHE DID SAVE

## BIO

- DIANA IS A MOTHER OF TWO WHO HAS BEEN A STENOGRAPHER AND COURT REPORTER FOR OVER 40 YEARS. HAVING TO KEEP UP WITH TECHNOLOGY FOR HER WORK, SHE HAS A RELATIVELY DECENT UNDERSTANDING OF BASIC SOFTWARE BUT STILL HAS TROUBLE WITH A LOT OF THE 'EXTRAS' THAT ARE OFFERED; SUCH AS BROWSER EXTENSIONS, CELL AND PC APPLICATIONS, CLOUD STORAGE AND SUCH.



A SIMPLE QUOTE HERE...?