

Olivia Patercsak

UX Research & Design

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SKILLS

Affinity Mapping
Card Sorting
Contextual Inquiry
Digital Prototyping
Heuristic Evaluation
Information Architecture
Interaction Design
Needs Assessment
Personas
Sketching
Statistical Analysis
Storyboarding
Survey Design
Usability Testing

TOOLS

ArcGIS
Framer
Illustrator
InVision
Photoshop
Sketch
Tableau

PROGRAMMING

HTML/CSS
JavaScript
Python
R
SQL

HONORS

HSF Scholar
Hispanic Scholarship Fund
July 2017

Community/Service 1st Place Award
UMSI Exposition Symposium
UM School of Information
April 2017

Sponsored Student Presenter
Game Developers UX Summit
Feb 2017; March 2018

EDUCATION

University of Michigan | Ann Arbor

School of Information | 2016-2018
M.S. in Human-Computer Interaction
GPA: 3.9

University of Michigan | Ann Arbor

College of Literature, Science, and the Arts | 2011-2015
B.A. in Environmental Science | International Studies
Departmental Proficiency in Spanish

EXPERIENCE

Product Design Intern | Sift

May - Aug 2017 | Detroit, MI

- Conducted product and user research, including usability testing, surveys, and competitive analysis, to understand users needs and pain points
- Articulated design recommendations; communicated them to stakeholders and team of developers for discussion and feedback
- Prototyped hi-fidelity designs to hand-off to team of developers

User Experience Researcher | Google Wallet

Jan - April 2017 | Ann Arbor, MI

- Evaluated product's usability using UX assessment methods such as heuristic evaluations and comparative analysis
- Conducted user interviews and usability testing sessions, as well as sent surveys to uncover user behaviors and issues with the product
- Articulated design recommendations based on insights to the Google Wallet team

User Experience Designer | Odeum Learning

Sept - Dec 2016 | Ann Arbor, MI

- Conducted heuristic evaluations, contextual interviews, usability testings, and card sorting exercises for the current product
- Programmed in R to analyze card sorting findings to understand optimal information architecture for the system
- Developed an interactive prototype and articulated insights and recommendations for the client

LEADERSHIP

Volunteer Organizer | World Information Architecture Day 2018

Oct 2017 - present

- Organize event details and obtain participants for annual WIAD event

Officer/Liaison | Learning and Education Technologies Student Org

Jan 2017 - present

- Collaborate with community partners to foster networking opportunities

Advisory Board Member | Global Scholars Program, UM

Sept 2014 - April 2015

- Supervised a team of 15 students in planning cultural events and lectures
- Facilitated weekly discussions on the UN Millennium Development Goals with a team of 11 students for an exploratory research project