Raymond Alexander

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EDUCATION

University of Michigan School of Information   *Expected April 2014*
Master of Science in Information   *Ann Arbor Michigan*
Specialization of Human-Computer Interaction

The Ohio State University   *March 2010*
Bachelor of Arts in History and Anthropology   *Columbus Ohio*

PROJECTS

Givt   *Jan 2013 – Present*
User Experience Researcher   *Ann Arbor Michigan*
- Conducting interviews, surveys to determine user needs
- Creating interaction maps to understand current landscape
- Conducting user testing in order to highlight interface successes and shortcomings
- Collaborating on the creation of interim/final reports

MLibrary iDesign   *Nov 2012 – Present*
Interaction Designer   *Ann Arbor Michigan*
- Designing a system to increase mobile wayfinding at MLibrary
- Working within a partnership to refine ideas and determine responsibilities
- Creating a project site that communicates design, process, and functionality
- Working within technological constraints to create a design that is fully-featured yet simple

Growing Hope   *Sept 2012 – Dec 2012*
Project Manager   *Ann Arbor Michigan*
- Conducted contextual inquiries in order to analyze and improve information processes.
- Collaborated within a group and with an outside client to develop and implement new tools.
- Analyzed interview data in order to create new or improved processes

EXPERIENCE

Student Learning Analytics at University of Michigan   *Jan 2013 – Present*
Junior Fellow   *Ann Arbor Michigan*
- Developing a careers pathway program for the School of Information at Michigan, focusing on the connections between skills, courses, and careers.
- Utilizing 'Big Data' resources to create relationships within the system.
- Developing ideas on the application of learning analytics to improving teaching, learning, and career outcomes.

Taubman Medical Library at University of Michigan   *Sept 2012 - Dec 2012*
Learning Resource Center Associate   *Ann Arbor Michigan*
- Provided on-the-job troubleshooting for a variety of desktop and mobile solutions.
- Conducted computer usability reporting and targeted idiosyncratic issues.
- Gathered and reported on issues to the centralized IT department, using a ticketing system.

Mount Carmel Health System   *Mar 2012 - Aug 2012*
Electronic Records Consultant   *Columbus Ohio*
- Instructed physicians in the use of a new EMRS, including walkthroughs and preferences.
- Provided on-the-job troubleshooting for user-based and client-based system issues.
- Provided ad-hoc support for technical issues unrelated to Powerchart, the EMRS.

OVAI & ASC Group Inc   *Apr 2010 - Mar 2012*
Archaeological Field Technician   *Columbus Ohio*
- Produced drawings and digital documentation of archaeological excavation executed independently
- Compiled, processed, and organized archaeological materials in the lab.
- Conducted library research utilizing maps, microfilm, and print media to determine historical use of land.

Achill Field School   *Summer 2008, 2009*
Supervisor   *Achill Island Ireland*
- Oversaw the excavation of a trench, including the drawings and artifact documentation.
- Taught and participated in the digitizing of technical drawings using CAD software.

SKILLS

UX Methods
Contextual Inquiry
Ethnomethodology
Affinity Diagramming
Usability Testing
Interaction Mapping
Info Architecture
Brainstorming
Comparative Analysis
Heuristic Evaluation
Personas / Scenarios
Storyboarding
Prototyping
Wireframing

Tools/Skills
HTML / CSS
Javascript
Python
MySQL

Software
Axure RP Pro
Visio / Lucidchart
Wordpress
Qualtrics
Photoshop
Office

EVENTS / GROUPS

Memberships
IAI
IxDA
ACM
SIGCHI

Student Groups
SIMA
SOCHI
SOIAR

Conferences
WIAD '12
expoSItion '13

Presentations
Library Compass
    iDesign
    expoSItion
UMSIpath
    SLAM