Steph Dunn

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EDUCATION

MSc Human Computer Interaction   Sep 2015 – Aug 2016
University of St Andrews

BS Cognitive Science, Specialisation in Computing   Sep 2009 – Jun 2012
Univeristy of California, Los Angeles

Semester abroad, Informatics   Autumn 2011
University of Edinburgh

EXPERIENCE

SENIOR USER OPERATIONS ASSOCIATE   Mar 2013 – Aug 2015
Yelp, Inc, San Francisco, CA, USA
- Detected fraud in various facets of user activity
- Evaluated and built policy on website content
- Monitored the sales team to ensure accountability

SOFTWARE SPECIALIST   Oct 2012 – Mar 2013
Digital Waybill, Santa Monica, CA, USA
- Communicated technical needs of clients to the development team
- Customised and supported the software for over 300 users
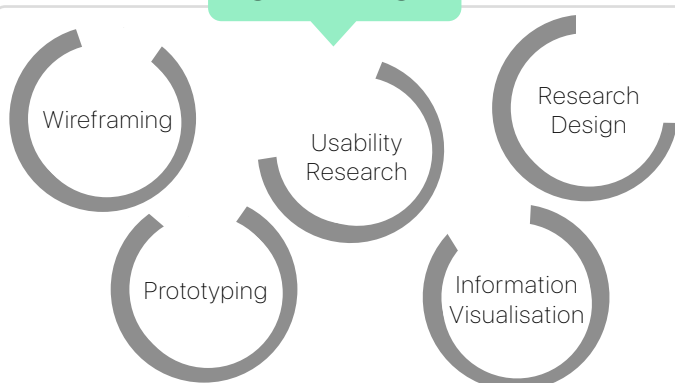- Set up clientele partner websites

MANAGEMENT INFORMATION SYSTEMS INTERN   Jun 2012 – Oct 2012
J2 Global, Hollywood, CA, USA
- Performed internal technical support at corporate headquarters
- Imaged computers and updated necessary hardware components
- Maintained and organised the company asset database

SKILLS

Wireframing
Usability Research
Research Design
Prototyping
Information Visualisation

TOOLS

Sketch
Tableau
Photoshop
Illustrator
InVision
Draw.io
Java
HTML
CSS