Sheriff Jolaoso

Product & Service Designer

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Education

Virginia Tech

August 2012 - May 2015

M.S. Computer Science - Human Computer Interaction

Thesis: TaskAmbient: A Study in Personal Task Management Visualization (work published in CHI '15 Extended Abstracts)

UMBC

July 2008 - May 2012

B.S. Computer Engineering

General Assembly

June 2014 - August 2014

User Experience Design Immersive

Professional Experience

AppFolio

July 2015 - present

Current position: Senior User Experience Designer

• Work with product development teams using lean and agile methods to build, measure, and learn as we iterate though product updates

• Scheduled and conducted user interviews and usability tests with our various user archetypes

• Carried out various design studio activities around projects carried out by product development teams

• Prototyped and tested an updated, mobile version of our tenant portal used by approximately three million tenants in our application ecosystem to pay rent, submit maintenance requests, and correspond with their property manager

• Organized and participated initiative around component and pattern inventory of our primary application

Pacific Northwest National Laboratory

July 2015 - present

Position: Graduate Researcher

• Conducted research in understanding two popular models of sensemaking in the data analytics community, primarily evaluating the two models across four domains of study known to perform data analysis with large- scale data.

• Publication: Toward a Deeper Understanding of Data Analysis, Sensemaking, and Signature Discovery, published in INTERACT '15, The 15th IFIP TC.13 International Conference on Human-Computer Interaction

Awards

• 2017 American Web Design Award for The Best in Web, Interactive + UX Design from Graphic Design USA

• GEM Graduate Fellowship recipient @ Virginia Tech

• Meyerhoff Scholar @ UMBC

Skills & Expertise

• Prototyping

Proficiency prototyping at various fidelities with Adobe XD, Axure, Balsamiq, InVision, OmniGraffle, and Sketch. Experience with design communication with stakeholders.

• User Research

Experience with longitudinal usability studies, diary studies, user interviews, surveys, and data analysis and affinitization

• Facilitation

Facilitation experience with design studios, customer journey mapping, service design, and usability testing sessions (remote & in-person)

• Front-end development

Experience developing web applications using HTML, CSS & Sass, Javascript, and various libraries.