Sheriff Jolaoso

EXPERIENCE DESIGNER

reach me at sheriff.jolaoso@gmail.com

As an experience designer, I aim to develop digital experiences that are intuitive, delightful, and most importantly help people solve problems. I aspire for opportunities that allow me to positively affect people and collaborate with intelligence and empathy.

Professional experience

July 2015 to the present

AppFolio in Santa Barbara, California

Position: Senior User Experience Designer
• Working with multiple product development teams using agile and lean methodologies for design, development, and delivery of solutions to various sets of users
• Scheduling and conducting user interviews
• Scheduling and conducting remote and in-person usability tests with tenants and property management professionals using various device types
• Distributing and analyzing surveys given to tenants and property management professionals around improvements to current features (evaluative) and ideas for upcoming features (formative)
• In tandem with user researchers, developing and carrying out design-centric activities with development team, performing activities such as design studios, risk assessments, and effort-value analyses.
• Providing insight and strategy towards the progression of our design system
• Visiting customers to conduct contextual inquiries and shadow them as they used various features of our application.
• 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
    • Awarded a 2017 American Web Design Award for The Best in Web, Interactive + UX Design from Graphic Design USA for this work
• Developed and undertook service design-based initiatives internally, across departments, in understanding how to improve internal collaboration around customer support and payments platform
• Organized and participated initiative around component and pattern inventory of our primary application

June 2013 to August 2013

Pacific Northwest National Laboratory in Richland, Washington

Position: Graduate Research Intern
• 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

August 2012 to May 2015

Virginia Tech in Blacksburg, Virginia

Position: Graduate Teaching Assistant
• Advised students and graded for undergraduate object-oriented programming and graduate level technical writing
• Led lab sessions for undergraduate object-oriented programming course
• Assessed and graded programming and written assignments

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Education

August 2012 to May 2015

Virginia Tech in Blacksburg, Virginia

M.S. in Computer Science - Human-Computer Interaction

Honors: GEM Fellowship Recipient

Master's Thesis: TaskAmbient: A Study in Personal Task Management Visualization

Relevant coursework: Information Visualization, Usability Engineering, Software Engineering, Human Factors Engineering

June 2014 to August 2014

General Assembly in Washington, D.C.

User Experience Design Immersive Course

July 2008 to May 2012

University of Maryland, Baltimore County in Baltimore, Maryland

B.S. in Computer Engineering

Honors: Meyerhoff Scholar, Xerox Scholarship Recipient, Undergraduate Research Award Recipient

Design practices

- Affinity diagramming
- Collaborative and synthesizing sketching
- Competitive & comparative analysis and secondary research
- Data and statistical analysis (KPI development and assessment)
- Design studio development and facilitation
- Facilitation of internal service blueprinting activities and initiatives
- Heuristic evaluation
- Information architecting & sitemapping

- Interaction design strategizing for pattern library
- Paper & digital prototyping and wireframing (high proficiency with Axure, Sketch, XD, OmniGraffle, HTML/CSS/JS)
- Pattern development and refinement for pattern library
- Persona, scenario, and user flow development and diagramming
- Remote and in-person usability testing
- Storymapping and customer journey map development
- Surveying and interviewing internal and external stakeholders

Publications

- TaskAmbient: A Study in Personal Task Management Visualization, in CHI '15 Extended Abstracts on Human Factors in Computing Systems
- Toward a Deeper Understanding of Data Analysis, Sensemaking, and Signature Discovery, in INTERACT '15, The 15th IFIP TC.13 International Conference on Human-Computer Interaction