

# SYDNEY ANGEL

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## EDUCATION

### UNIVERSITY OF MICHIGAN

Masters, School of Information (HCI/UX)  
GPA: 3.96  
Ann Arbor, Michigan | Aug '19 - May '21

### UNIVERSITY OF MICHIGAN

Bachelor of Science: Biopsychology,  
Cognition and Neuroscience; Cognitive  
Science  
Minor: Crime and Justice  
Ann Arbor, Michigan | Aug '15 - May '19

## SKILLS

### UX RESEARCH/DESIGN

Usability Testing  
Interviewing  
User Modeling/Personas  
User Surveys  
Interaction Design  
Interface Design  
Prototyping

### TOOLS

Invision  
Microsoft Office Suite  
Sketch  
Illustrator

### PROGRAMMING

Python  
HTML/CSS  
SQL

## Relevant Courses

- Introduction to Accessibility
- Introduction to Interaction Design
- Contextual Inquiry and Consulting Foundations
- Needs Assessment and Usability Evaluation
- Information Systems
- Project Management and Consulting

## EXPERIENCE

### PROJECT MANAGEMENT CONSULTING INTERN

UMSI | Ann Arbor, Mi | May '20 - Present

- Assisted in recruiting clients and fostering client relationships for UMSI client-based courses
- Conducted client and stakeholder interviews and led one-on-one consultations
- Independently managed 150 clients during the Fall and Winter semesters
- Participated in usability testing with team to move client database from Airtable to Salesforce

### USABILITY CONSULTANT

Michigan Online | Ann Arbor, Mi | Jan '20 - May '20

- Recommended solutions to improve usability and interface of Michigan Online's website
- Conducted a competitive analysis, heuristic evaluation, remote usability tests and survey analysis of website
- Provided design suggestions and wireframes for implementation

### UX RESEARCH CONSULTANT

Enovio | Ann Arbor, Mi | Sep '19 - Jan '20

- Conducted 7 stakeholder and user interviews to identify gaps in information and pain-points of the knowledge management system
- Developed an affinity wall to better organize findings and provide recommendations on how to redesign the knowledge center
- Completed user flows and accessibility assessments to assist in accessibility testing

### UX INTERN

Verint Systems | Ann Arbor, Mi | May '19 - Aug '19

- Calculated monthly benchmarks and NPS for clients based on user surveys and analysis of user interactions with the site
- Assisted in delivering key insights to clients based on weekly and monthly deadlines
- Collaborated with team analysts to highlight deficiencies in design of client's websites and provided insights for enhanced usability

### RESEARCH ASSISTANT

U of M | Ann Arbor, Mi | Sep '15 - May '19

- Conducted research and A/B tests examining factors affecting executive function by studying early elementary school students
- Assisted graduate students and lab manager with data collection entry and coding