

# Sara Lorien Smith

User Experience Generalist

79 Forest Road Felton, CA 95018

## Summary

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Recent HCI graduate seeks to apply her extensive knowledge of technology and human behavior to creating positive user interactions with technology. One year UE experience, and ten years in IT systems support. Excellent design, research, and writing skills. Demonstrated creativity, problem solving, resourcefulness, project management, ability to quickly learn and apply new technologies, empathy and intuition for end user challenges, and a passion for simplifying technology use where possible.

## Technologies

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Adobe Creative Suite  
(Dreamweaver, Flash, Photoshop, Illustrator)  
XHTML, CSS  
FlashLite  
Wordpress  
Joomla  
Camtasia Studio  
Apache, PHP, MySQL - minimal

## Contact

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Home: (831) 335-4096  
Linked In: <http://www.linkedin.com/in/slorien>

## Education

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[Rensselaer Polytechnic Institute](#) 2008  
MS – Human Computer Interaction, GPA – 3.88

[Franklin University](#) 2006  
BS – Information Technology, GPA – 3.5  
Minor in Digital Communications

[Foothill College](#) 2004  
AA – Social Science

## Professional Experience

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**User Researcher** 3/2007-1/2008  
Cisco, Voice Technology Group (contract)

Collaborated with design team to determine research goals; then planned, recruited for, conducted, and analyzed results of think-aloud user sessions using both high-fidelity and paper prototypes. Created screeners and questionnaires. Performed heuristic analyses, authored research reports, and participated in design reviews. Created wireframes for next-generation desk phone UI.

**IT/Systems Support** 9/1997 – 8/2006  
Various Companies, see below

For over ten years, I worked in a variety of IT support and administration roles at companies including non-profits, tech startups, and large enterprises. Listed below are some highlights from these positions.

### *Project Management*

- + Planned, coordinated, scheduled, and implemented site-wide computer refresh, as well as numerous server, desktop, application, and email migration projects.
- + Led website transition projects and beta testing/bug fixing process

## **UI Methods**

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Wireframes  
Storyboards  
Use Cases  
Personas  
Task Analysis  
Prototyping (low & hi-fi)  
Web Design and Construction  
Qualitative User Research  
Heuristic Evaluation

## **Keywords**

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Interaction Design, UE, UI, HCI,  
User Experience, Usability, Web  
Design, User Research

## **IT/Systems Support Employers**

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7/2005-8/2006  
IT Coordinator/Webmaster  
[Child Advocates](#)

3/2002-8/2005  
Network Administrator  
[Notre Dame High School](#)

9/2001-3/2002  
IT Specialist  
Tularik (contract)

4/2001-6/2001  
Network Administrator  
[Ensera Inc.](#)

10/2000-12/2000  
User Support Supervisor  
[Red Herring Communications](#)

2/2000-10/2000  
Systems Administrator  
[Findlaw](#)

5/1999-2/2000  
Migration Specialist  
[Lockheed Martin](#) (contract)

9/1997-4/1999  
Desktop Support/Move Coordinator,  
[EDS](#)

6/1995-8/1997  
Project Coordinator, HCI Team  
[Apple Computer](#)

## *Web maintenance and development*

- + Served as webmaster for 3+ years, responsible for security, backups, data integrity, and performance of websites
- + Customized and implemented a web based help desk system using SQL backend
- + Developed and maintained a departmental Intranet site
- + Edited and added content to existing websites. Created and optimized graphics.
- + Designed website with database integration for evaluating and tracking software submissions for Human Interface Design Awards

## *Technical Writing*

- + Authored Help Desk knowledge base articles and prepared training materials
- + Documented server and desktop configuration and procedures.

## *User experience*

- + Designed and deployed custom user profiles across 200+ campus computers to ensure consistent user experience and network access regardless of location
- + Modified interfaces for databases and websites to simplify usage for the end user

## *Custom Solutions*

- + Created relational database system to track projects, expenses, purchasing, and consultants for busy development team

## *Systems Administration/Desktop Support/User Training*

- + Migrated office from Mac OS X to Windows XP and setup temporary cross-platform file-sharing, network printing, and database access during transition
- + Implemented spam and firewall policies to protect email and network
- + Provided day to day support for 650 users on 200 computers and 12 servers
- + Delivered training classes and one to one tutorials on software, email, and networking topics
- + Created scripts to automate tasks such as account creation and printer setup

\*\*A detailed chronological view of these positions is available on request\*\*

## **Volunteer Experience**

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2005 - present  
Web Designer, Webmaster, Board Member, Producer,  
Marketing  
[Lyric Theatre of San Jose](#)