JILL ANERI SHAH

jillanerishah.com

360-402-4279

PROFESSIONAL EXPERIENCE

Lecturer at University of Washington   2023-2024
- Teaching Introduction to Technical Communication for Undergraduate Engineering Students
- Created course materials, instructed multiple classes, collaborated with existing staff & teaching assistants

Accessories + Mixed Reality User Researcher at Microsoft/Actalent/Populus   2022 - 2023
- Redesigned systems for efficient user data collection, managing distribution, research & planning for ongoing projects
- Successfully led, executed & presented user research initiatives for multiple products, driving user-centered design & product improvements
- research findings & recommendations to stakeholders, contributing to the redesign & enhancement of products
- Collaborated closely with cross-functional teams, including product management & development, to ensure research insights were incorporated into decision-making processes

Freelance User Researcher with Trestle Collaborative   2022
- Conceptualized study plans and protocols, conducted screenings, moderated and analyzed studies leading to a successful website redesign of PowerThePolls.org.
- Created & Presented Service Design Map to effectively communicate research insights and recommendations

Behavioral User Experience (UX) Researcher at Helm   2021 - 2022
- Planned, moderated & analyzed background & interview research to inform product development processes
- Leveraged qualitative research methods to gain a deep understanding of user behaviors and needs

Human Factors User Research Associate: Microsoft/Harman Connected Services   2019 - 2021
- Designed & conducted qualitative & quantitative studies for next-gen HoloLens & Surface
- Developed study plans & protocols, moderated sessions, & analyzed data using various research methodologies
- Presented regular reports of findings, identified key issues, & provided human factors & user experience recommendations to product, engineering and design teams

Volunteer Workshop Coordinator for Geek Girl Con   2019- 2021
- Lead, curated & managed 25+ workshops that were attended by 200+ people (Remote & In person)

EDUCATION

B.S. HUMAN CENTERED DESIGN AND ENGINEERING • UW-SEATTLE

Human-Computer Interaction Java and Python Programming • UX Prototyping •Usability Research & Testing • Statistics & Psychology • User Centered Design • Visual & Technical Communication • Information Technology & Visualization •Designing for Kids•

TECHNICAL SKILLS

- **Research Methodologies:** Surveys, Competitive Analysis, Anthropometrics, In-Person & Remote Interviews, Usability & A/B testing for hardware & software products
- **Hardware & Software Prototyping:** Figma, 3D printing, Laser Cutting, CNC Milling, Robotics
- **Programming:** Java, Python, HTML/CSS
- Microsoft, Google & Adobe Creative Suites
- **Statistical Data Visualization, Qualitative & Quantitative Analysis:** Excel, R Commander & Tableau

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