

Jill Aneri Shah

+1(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
- Presented 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

Human Factors Intern: CAD Based Solutions/Microsoft 2017

- Developed a new method (including calibrating & testing cameras for photogrammetry processing) to build more usable 3D scans for future Microsoft products which resulted in gaining 50% efficiency in their user research efforts
- Delivered 500+ facial scans to identify features through analysis and organization.

PROJECTS

Volunteer Workshop Coordinator for Geek Girl Con 2019- 2021

Lead, curated & managed 25+ workshops that were attended by 200+ people (Remote & In person)

Capstone: Patient Controlled Analgesic 2018

Designed a functional device utilizing a human centered design approach of extensive research, prototyping and iteration with Seattle Children’s Hospital to manage post-operative pain medication

Mill With Jill Workshops 2018-2019

Developed, marketed, and taught multiple workshops teaching new students how to utilize CNC Milling tools

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 (InDesign, Adobe XD, Illustrator, Photoshop, Lightroom)
- Statistical Analysis:** Excel, R Commander & Tableau

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