

Nika Smith

User Experience Architect and Researcher

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<http://www.infosmithing.com>

Education

University Of Michigan – Ann Arbor, MI 2005 – 2007

Master of Science in Information

School of Information

Rochester Institute of Technology – Rochester, NY 1998 – 2002

Bachelor of Science in Information Technology

College of Computing and Information Sciences

Professional Experience

Google – Mountain View, CA June 2007 – Present

User Experience Researcher

- Led user research activities for public-facing product development, focusing on personal information management, social networking, and privacy issues.
- Contributed research to three major feature launches that increased product usage and user happiness.
- Assisted in mentoring a quantitative research intern.
- Developed strategies for training product managers and engineers in research methods.

Google – Mountain View, CA May 2006 – August 2006

User Experience Research Intern

- Led usability evaluation and benchmarking activities for mobile and desktop communication products.
- Developed methods and documentation for cognitive walkthroughs and information needs analyses.

Freelance July 2005 - August 2007

Information Architecture and Web Development Consultant

- Redesigned information architectures (IAs) and taxonomies using web analytics, market research, and competitive evaluations. Clients included Rose Brand and ASIS&T.
- Developed wireframes and design specifications for complex web applications within Ford Motor Company, based on use case scenarios and heuristic and accessibility evaluations.
- Oversaw graphic design efforts for launching web applications at Ford Motor Company.
- Developed dynamic websites for University of Michigan, using ASP and XML.

UserWorks, Inc. – Silver Spring, MD June 2002 – July 2005

Staff Usability Consultant

- Wrote winning project and grant proposals to clients and funding organizations.
- Led user research and interface design activities for clients including Intel, Marriott, US Census Bureau, US Department of Education, and US Food and Drug Administration.
- Developed novel methods for conducting requirements analyses and focus group activities remotely using asynchronous online communication channels.

Skills

Project Development

Budgets, project proposals, requirements analysis, specifications, technical documentation

Qualitative Research and Evaluation Methods

Cognitive walkthrough, contextual inquiry, focus group, heuristic evaluation, information and interaction flow diagramming, personas, scenario design, task analysis, usability testing

Quantitative Research and Evaluation Methods

Card sorting, logs analysis, surveys

Prototype and Wireframe Design Applications

OmniGraffle, Photoshop, Visio

Languages

CSS, HTML, JavaScript, PHP, Ruby on Rails, XML

Databases

Access, MySQL

Published Work

Smith, T. N.: "Globalization of the Usability Engineering Lifecycle: An Overview", Proceedings of the 2002 Conference for Information Technology Curriculum, Rochester, New York, 2002.

Professional Affiliation

Member, San Francisco Bay Area Chapter of ACM SIGCHI	2007 - Present
Member, Association of Computing Machinery	1998 - Present