

Tiffanie Shakespeare

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Work Experience

- 08/09 - present **Senior Interaction Designer**, Good Technology Group, Redwood City, CA
- ◆ Designed enterprise features to run on mobile platforms iPhone, iPad, Android, and webOS
 - ◆ Worked with engineering to create working software to demo at mobile focused conventions such as Mobile World Congress and CTIA
 - ◆ Communicated design requirements through wikis and diagrams and worked closely with engineering as they implemented them
 - ◆ Worked with QA to ensure the quality of the product
 - ◆ Learned Agile process and fully participated in Agile activities with scrum teams
 - ◆ Prioritize the backlog with the product owner to ensure user needs would be met
 - ◆ Translated product requirements into design requirements
 - ◆ Worked with visual designers to obtain icons and visual treatments
 - ◆ Maintained a blog of analyses on various industry products as well as non-technological products
 - ◆ Advocated heavily for user-centered design to product owners and engineering
- 06/08 – 08/09 **Senior Staff Interaction Designer**, Motorola Good Technology Group, Sunnyvale, CA
- ◆ Designed enterprise features to run on mobile phone platforms Windows Mobile, Symbian, and Android
 - ◆ Designed an iPhone social networking application
 - ◆ Created realistic product simulations and functional prototypes used for demos to the Board of Directors, carriers, and other key groups.
 - ◆ Created and maintained specs using Omnigraffle or HTML
 - ◆ Solved and triaged interaction and usability bugs that arose
 - ◆ Participated in user-centered design sessions
 - ◆ Translated product requirements into design requirements
 - ◆ Communicated design requirements to engineering team
 - ◆ Worked with QA to refine test cases
 - ◆ Worked with visual designers to obtain icons and visual treatments
 - ◆ Participated in peer reviews
 - ◆ Performed competitive analysis on other industry devices and features
 - ◆ Prepared usability tests including the screening process and interview questions
 - ◆ Took usability testing observations and incorporated feedback into designs
 - ◆ Conducted usability testing on existing customers to obtain Beta feedback
 - ◆ Learned about mobile industry technology, both hardware and software
- 11/06 – 04/08 **User Experience Designer**, Welch Allyn, Portland, OR
- ◆ Participated on project development teams aiding in user-centered design (UCD)
 - ◆ Conducted contextual inquiries
 - ◆ Performed observations and interviews
 - ◆ Created user interface requirements
 - ◆ Executed usability tests, including the first companywide, in medical environments on project concepts and designs
 - ◆ Participated in concept generation sessions
 - ◆ Worked on multidisciplinary teams
 - ◆ Prototyped design ideas
 - ◆ Created use cases, scenarios, personas, wireframes, workflow diagrams, task analysis
 - ◆ Translated user needs into designs
 - ◆ Applied design best practices and UCD methodologies
 - ◆ Performed expert review of current products
 - ◆ Educated project teams and upper management about design methodologies and processes
 - ◆ Implemented UCD process
 - ◆ Created custom design plans on a project by project basis

- ◆ Met with Operations Vice President to discuss green practices to implement company-wide
- ◆ Continued Green Team's initiative to educate employees about recycling
- ◆ Learned about Food and Drug Administration procedures, rules, and guidelines

While attending Indiana University, I worked part time. During school breaks, summer vacation, and between undergraduate graduation December 2002 and resuming my education in January 2004, I worked full time.

- 8/02 - 11/06 **Web Mistress**, Advantage Marketing, Indianapolis, IN
- ◆ Produced template, style sheet and other files to increase ease of updating
 - ◆ Managed website's content
 - ◆ Added new pages to website using PHP
 - ◆ Implemented JavaScript to create dynamic pages
 - ◆ Provided 24X7 support
- 8/05 - 5/06 **Web Mistress**, School of Health, Physical Education, and Recreation, Indiana University, Bloomington, IN
- ◆ Worked with faculty and staff to design and generate website content
 - ◆ Contributed to the creation of new departmental website
 - ◆ Edited and updated website content
 - ◆ Managed a database for on-line student scholarship application submissions
- 5/05 - 5/06 **Web Mistress**, Liars' Bench, Bloomington, IN
- ◆ Implemented PHP/JavaScript script to enable customers to purchase subscriptions online and pay through Paypal
 - ◆ Created a template and style sheet to support ease of updating
- 5/05 - 5/06 **Web Mistress**, Association for Computing Machinery, Bloomington, IN
- ◆ Edited and updated website content
 - ◆ Created a template and style sheet to support ease of updating
- 05/05 - 8/05 **Technical Support**, School of Health, Physical Education, and Recreation Technology Department, Indiana University, Bloomington, IN
- ◆ Identified and diagnosed faculty and staff computing problems
 - ◆ Ghosted and installed new computers for all of HPER
 - ◆ Maintained the computer equipment used by faculty, staff, and graduate students
- 1/05 - 8/05 **Consultant**, University Information Technology Services, Indiana University, Bloomington, IN
- ◆ Maintained computer lab setting and equipment by fixing or reporting problems to senior staff
 - ◆ Assisted students with hardware and software questions
- 8/04 - 8/05 **Web Mistress**, Women in Computing, Bloomington, IN
- ◆ Edited and updated website content

Education

M.S., Informatics, Human Computer Interaction

- ◆ Indiana University, Bloomington, Indiana, May 2006

B.S., Business with concentration in Computer Information Systems

- ◆ Indiana University, Bloomington, Indiana, December 2002

While attending Indiana University, I furnished consultation and technical support to five colleges/departments, each with unique requirements: Kelley School of Business; School of Informatics; School of Health, Physical Education, and Recreation; School of Library and Information Systems; and the Computer Science Department.

Master's Thesis

The subject of my thesis is in regards to online communities and how they can better support battered women. My primary focus has been on security and how to ensure the safety and privacy of those who will be using the site. The capstone process includes conducting user research, such as ethnographies and interviews, creating a prototype, and testing that prototype. All documentation is submitted for review and approval to the Indiana University Human Subjects Committee composed of faculty representatives who are located in Bloomington.

I have dual citizenship - Canada and US

References furnished upon request