

## Education

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### **University of Michigan – School of Information, Ann Arbor, MI**

Master of Science in Information, Specialization in Human Computer Interaction (GPA 7.6/8.0). April 2008  
2006-2008 School of Information Scholarship  
Recipient of Edmond Low Award for Contributions to classmates and Exemplary Leadership. April 2008

### **Calvin College, Grand Rapids, MI**

Bachelor of Arts in Computer Science, Minor in Philosophy (GPA 3.6/4.0). May 2002  
First prize, Freshman Computer Science Game Design Challenge. December 1998  
Independent Research Topic: *Moral Design: Patterns in Software Design*

## Selected Projects

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### **altVerito: Using intervention and community to promote alternative transportation**

- Awarded First Prize in the ACM Student Design Competition at CHI 2007
- Conducted contextual inquiry, diary studies and user experience research to design system

### **Pathways: Usability analysis of John Deere's internal information portal**

- Conducted contextual inquiry and heuristic evaluations of John Deere's portal site
- Prepared a web strategy report recommending design criteria for implementing a recommender system to improve access to information

### **dScribing : A student-based process for the development of Open Courseware materials**

- Researched, designed and developed a scalable model for publishing open content materials
- Developed a web-based tool for clearing intellectual property in course materials

## Professional Experience

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*Technology for Emerging Markets Group – Microsoft Research, Bangalore, India*

**Assistant Researcher** (September 2008 - Present)

- Conducted ethnographic work and designed solutions for the areas of NGOs, education, and financial inclusion
- Provided user experience research support to the lab's prototyping and development team

*Internet Department - Gospel Communications International, Muskegon, MI*

**Software Engineer** (June 2002 - September 2006)

- Information architect and developer of BibleGateway.com ([www.biblegateway.com](http://www.biblegateway.com)), an online Bible search tool
- Researcher, designer and developer of software solutions to enable the management of client information

*Information Technology – Calvin Theological Seminary, Grand Rapids, MI*

**Database Administrator and Web Developer** (May 2001 – May 2002)

- Designed and implemented a database-driven, web based student directory system
- Streamlined student application process through research, design and implementation of a web based solution

*Instructional Technology Exploration Center – Calvin College, Grand Rapids, MI*

**Student Technology Adviser** (January 2000 – May 2002)

- Oversaw the education and the effective integration of technology into the curriculum by professors

*Computer Science Department – Calvin College, Grand Rapids, MI*

**Research Assistant** (May 1999 – January 2000)

- Researched and developed a Java based task model editor as part of an intelligent information retrieval tool

## Technical Skills

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- User experience research, Usability testing, surveys, contextual inquiry, heuristic evaluation, cognitive walkthrough, prototyping, Computer programming, Graphic design, Network analysis