

Bridget Lewis

412-708-3803

Lewis.Bridget@gmail.com

LewisBridget.com

UX
PM

EDUCATION

2007 - Masters, HCI;

Human Computer

Interactions

4.0 major GPA

Carnegie Mellon

University

2007 - BA, Physics

Carnegie Mellon University

UX SKILLS

study design

usability studies

lab | remote | on-site

recruiting | facilitation

survey design & analysis

search log analysis

comparative analysis

wireframes | flow diagrams

personas | presentations

Morae

Balsamiq | HTML | CSS

Photoshop | Illustrator

SurveyGizmo | CrazyEgg

Google Analytics

PM SKILLS

project management

clarifying goals & limitations

relationship management

online team collaboration

functional specifications

prioritization | bug triage

facilitation | process creation

presentation

BaseCamp | WebEx

PowerPoint | Word | Visio

Outlook | Excel | Access

MISSION

Foster sustainable change

via user-centered design

& project management.

PERSONAL FACTS

Spanish speaker

avid singer

bicyclist

Freelance user experience consultant (Current)

Provide user-centered design expertise to clients such as Groundwire.

User-centered design consultant at Anthro-Tech (2010-2011)

www.anthro-tech.com

Conduct research & design projects to inform client decisions & drive user-oriented improvements. Work directly with clients.

8+ projects, including:

EnergySavers.gov renovation research project (EES)

Lead research, creation & presentation of data-driven personas & recommendations despite project truncation. Managed remote team. Work well received; clients re-hired us for related work.

FileFast web form evaluation (Dept. of Labor & Industries)

Designed & conducted multiple studies. Spec'd & supported implementation of key changes w/in a week. Studies showed improvement after changes.

SoundTransit.org renovation

Facilitated studies while riding public transit. Survey analysis.

Mobile phone study

Facilitated field studies of mobile phone paper prototype.

Kiva Fellow at ACCION Texas-Louisiana (Oct. 2010 - Feb 2011)

www.kiva.org/fellows

Helped microlender ACCION fund over \$100,000 in loans through Kiva.org. Established processes ensuring they can maintain this funding source on their own. Self managed, trained, blogged, advocated.

Took initiative in other areas, including:

- Initiated an overhaul of the internal Kiva Fellows wiki
- Created a Kiva brochure for ACCION to give potential borrowers

Program manager at Expedia (2008 - 2010)

Specified behavior of customer-facing projects & managed their successful release. Improved work environment & supported efficacy of organization.

10+ projects, including:

Package search UI improvements

Shipped the project on time, despite significant scope increase. Project generated more than \$2.5 million increase in gross profits per year.

Complex Pricing Modification

Legally driven project with over \$120 million financial risk, 2 month deadline, and 3 PMs. Created specifications for half of project functionality. Managed test environment; highest deployment success rate in Expedia history. Project released on time.

Asia Pacific triage team & transition

Identified support gap. Recruited and coordinated technical support volunteers. Represented team during creation of new support structure.

PM & researcher for photo selection software project (2007)

www.hcii.cmu.edu/M-HCI/2007/Microsoft/

Team designed, prototyped, & tested new software tool. Published paper.

Business consultant in Chile (2006)

techbridgeworld.org/tcingc/ www.uach.cl/rppp/online/ver.php?not=6140

Researched & wrote business plan for new IT consulting firm, in Spanish.

Additional projects and roles - details available upon request.