

Hi, My name is Hannah Glazebrook.

I am a user experience **designer**, **researcher**, **strategist** and **analyst**

My Process

I use user research, interaction design and systems engineering methodology to inform all stages of the research and development process.

Defining the Problem	Heuristic Analysis, Competitive Analysis, Stakeholder Interviews, Task Analysis, Ethnography, User Interviews, Wants and Needs Analysis
Eliciting and Defining Requirements	User Requirements Elicitation, Personas, Stakeholder Requirements Elicitation, System Requirements Elicitation, Scoping Exercises
Planning	Project Roadmaps, Project Plans, SCRUM process
Design	Wireframes, Low Fidelity Mockups, High Fidelity Mockups, Interaction Design, Human-Centered Design Process
Feedback and Refinement	Usability Testing, UX Evaluations, Heuristic Analysis, Competitive Analysis, Focus Groups, Rapid Design Iterations, A/B Testing
Evaluation, Maintenance and Operation	Feedback Systems, Site Analytics, Pre/Post Testing, Survey/Questionnaire Development, User Interviews, Stakeholder Interviews, Usability Testing
Process	Data Visualization, Process Mapping

My Background

I have a **BA** in **Psychology** from University of Massachusetts-Lowell. My research focused on applied engineering psychology, user-friendly systems and human cognition.

GPA: 3.9

I also have an **MS** in **Human-Computer Interaction** from Georgia Institute of Technology. My thesis centered around user experience of video games and interactive experiences.

GPA: 4.0

My Proficiencies

Design Axure Adobe Illustrator Affinity Designer Affinity Photo InVision JustInMind Sketch

Data Excel Tableau D3

Development HTML/CSS Java Javascript Wordpress



My Experience

User Experience Designer and Researcher

June 2016- Present

Sandia National Laboratories - Albuquerque, NM

Key Achievements

- Created new intake process for gathering requirements, developing personas and performing work for the Shadow Team
- Performed a study to determine the impact and ROI of UX practitioners and UX offerings of sites from across the labs
- Redesigned the process map visualization for the NW Systems Engineering requirements tracking system
- Led two product improvement efforts for local small businesses as part of the New Mexico Small Business Association- SNL partnership

Duties and Responsibilities

- Lead requirements gathering efforts by conducting research with users and interviews with stakeholders
- Define and refine requirements in user and system terms by creating personas, project and product roadmaps, and following a human-centered design process
- Design information visualizations for complex Systems Engineering processes and weapon functions
- Redesign corporate web applications with data-driven design efforts and deliver high-quality mockups
- Lead recruiting trips to Georgia Tech to meet with students and recruit top talent for the labs

Graduate Human Factors Research Assistant/User Researcher

Aug 2013- May 2015

Georgia Tech Research Institute - Atlanta, GA

Key Achievements

- Led multiple research studies to determine whether products from industry were usable and accessible to individuals with arthritis (primarily physical products from cereal packaging to gardening tools)
- Helped build the Georgia Tech HomeLab test bed- a group of over 500 older adults in the metro Atlanta area that have agreed to test products aimed at assisting older adults to age in place
- Designed and executed a study with over 300 participants to determine what challenges older adults in the metro Atlanta area experience with travel and receiving medical care

Duties and Responsibilities

- Performed ethnographic studies, usability testing, survey and questionnaire studies, diary studies, and research-focused medical testing
- Ran data analyses and developed reports
- Conducted in-person interviews, studies and experiments
- Responsible for scheduling and organizing studies
- Responsible for submitting protocols for human-subjects research for the Institutional Review Board

Lead Market Research Intern

May 2012- Jan 2013

Aptean - Atlanta, GA

Key Achievements

- Rose to be the intern lead, responsible for 10 interns
- Designed new training materials for all future interns
- Designed market surveys and questionnaires to be used for customer feedback

Duties and Responsibilities

- Conduct market research by contacting current software customers for feedback on offerings
- Design new surveys and questionnaires for research
- Lead intern team by verifying schedules, assigning tasks and monitoring day to day activities

