

# Lisa Calkins

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605.277.0082  
Eastern Montana



Seeking a user experience research position where I can pursue my passion to help design user-centered products and services.

## WORK EXPERIENCE



### **Practice Manager** Sandcreek Dental, Glendive, Montana, USA

September 2017 – Current

- Responsible for practice operations including employee scheduling and development, patient access, administrative and financial analysis, space management, policy development and deployment, office billing and collections, and supply procurement.
- Ergonomic consultant to the practice to enhance patient experience, conduct ergonomic assessments and educate staff regarding working postures.

### **Usability Specialist** MedStar Health National Center for Human Factors in Healthcare District of Columbia, USA

January 2017 – August 2017

- Lead human factors usability studies and evaluations for medical device manufacturers seeking FDA approval.
- Assisted with procurement consultations for medical equipment.
- Designed and executed usability testing protocols.
- Conducted heuristic evaluations on medical devices and their associate materials, including applications and websites.
- Assisted in conducting safety consults and workflow analyses for various MedStar Health entities.

## EDUCATION



### **MSc Ergonomics and Human Factors** Loughborough University, Design School

July 2017 with Merit

- Modules include: human factors and systems, human function, disability, aging, and inclusive design, physical health at work, data collection and analysis, and human computer interaction.
- Master's dissertation: evaluation of surgeons' working environment while completing gynecological laparoscopic hysterectomy surgery with a focus on the affect of patient size and port positioning on working postures. Project used observational, anthropometric and postural analyses data to determine range of body sizes accommodated by current set up and evaluate work-related risks.

### **BA Interdisciplinary Arts and Sciences: Psychology** University of Washington

April 2010

- Modules include: social science research, abnormal psychology, adolescent psychology, personality theory, culture identity and art, interpersonal communication, chemical dependency, and psychology of African-American culture.

Sue Hignett, Diane Gyi, Lisa Calkins, Laura Jones, Esther Moss, Human Factors Evaluation of Surgeons' Working Positions for Gynaecological Minimal Access Surgery, *The Journal of Minimally Invasive Gynecology* (2017), <http://dx.doi.org/doi:10.1016/j.jmig.2017.07.011>.

Sue Hignett, Diane Gyi, Lisa Calkins, Laura Jones, Esher Moss, 2017. Save our surgeons: an ergonomics evaluation of laparoscopic hysterectomy. IN: *Contemporary Ergonomics & Human Factors 2017: Proceedings of the Annual Conference of the Chartered Institute of Ergonomics & Human Factors*, Daventry, Northamptonshire, UK, 25-27 April 2017.

Energetic leader		Strong personal value system
Team builder		Self-driven
Effective communicator		Conscientious
Focused listener		Design thinking
Passion for understanding human needs		Innovative
Qualitative	Task analysis	Usability testing
Quantitative	User research	Field research
Risk analysis	Error analysis	Cross functional collaboration
Prototyping	Inclusive design	Human-computer interaction
Heuristic evaluation	Persona development	Protocol development

**Special Education Professional Aide**      **Lewisville High School Harmon Campus, Texas USA**  
 September 2014 – June 2015

- Gained a better understanding and empathy towards special populations and their inclusive design needs
- Assisted students with physical, emotional and mental disabilities according to their needs
- Assumed responsibility for learning and adapting to each student's special medical, physical, communicative and emotional needs
- Helped maintain administrative records and prepared required reports

**English Teacher**      **Chungcheongbuk-do Office of Education, Chungbuk, Korea**  
 February 2012 – February 2014

- Independently developed program curriculum and instructed high school students in English as a second language
- Assessed students learning throughout the year to determine if curriculum was meeting the language needs of the students
- Organized and led after school English clubs
- Participated in teacher professional development
- Developed cultural awareness and cross cultural understanding

**Graduate Ergonomics and Human Factors Program Representative**  
 Sep 2015-Sep 2016

Gathered and represented students' opinions about the course. Provided student opinions to student staff liaison. Attended Student Forums throughout the year to discuss college improvements.