

Career Objective

Become a senior user experience / human factors researcher to discover methods that improve usability and make products easy and intuitive to use. Currently seeking an entry-level UX research position where I can further develop the skills to accomplish this objective.

Strengths

Perceptive about peoples' needs and motivations	Naturally curious
Able to consider new possibilities	Able to get the information I need
Deep commitment to work I believe in	Thoughtful
Very creative	Able to focus on one issue or an idea in depth
Work well alone	Adaptable

Educational Studies

Qualitative & quantitative research	Persona development
Heuristic evaluation	Usability testing
User research	Field research
Inclusive design	Human-computer interaction

Work Experience

Practice Manager, Sandcreek Dental, Glendive, Montana. September 2017 – Current. Responsible for practice operations including employee scheduling and development, patient access, policy development and deployment, billing and collections, supply procurement and dental applications and systems management.

Usability Specialist, MedStar Health National Center for Human Factors in Healthcare, Washington DC. January 2017 – August 2017. Managed various human factors usability studies and evaluations for medical device manufacturers seeking FDA approval. Designed and executed usability testing. Conducted heuristic evaluations on medical devices. Assisted in conducting safety consultations and workflow analysis.

Special Education Resource/Inclusion Aide, Lewisville High School, Lewisville, Texas.

September 2014 – June 2015. Responsible for student learning based on individual student's special medical, physical, communicative and emotional needs. Assisted students with physical, emotional and mental disabilities according to their needs.

English Teacher, Chungbuk Office of Education, Chungbuk, Korea. February 2012 –

February 2014. Developed program curriculum and instructed high school students in English as a second language. Continually evaluated curriculum to determine if it was meeting the language development of students. Organized and led after school English clubs.

Technical Support Representative, Pinnacle Security, Lindon, Utah. May 2011 – February

2012. Provided technical support to customers of security product via email, chats and telephone conversations. Also assisted field technicians with technical problems involving security, web hosting and software applications.

Education

Master of Science (MSc), Ergonomics and Human Factors.

Loughborough University, Design School, Loughborough, UK. October 2015 – October 2016.

Areas studied: introduction to ergonomics, data collection and analysis, human-computer interaction, human factors and systems, introduction to human function, environmental ergonomics, physical health at work, disability, aging and inclusive design, and master's project.

Master's thesis - evaluation of the surgeons' working environment while completing gynecological laparoscopic hysterectomy surgery with a focus on the effect of patient size on surgeon's posture. Project uses observational, anthropometric and task analysis data to determine range of body shapes and sizes accommodated by current set up and evaluate any work-related risks.

Bachelor of Arts (B.A.), Psychology.

University of Washington, Tacoma, Washington. September 2005 – June 2010.

Areas studied: social science research, introduction to psychology, abnormal psychology, adolescent psychology, personality theory, culture identity and art, interpersonal communication, chemical dependency, psychology of African American culture, sociocultural anthropology, fundamentals of mediation and negotiation, objects and art, psychological anthropology, women, race and class, sociology, general biology, and Spanish.

Publications

Sue Hignett, Diane Gyi, Lisa Calkins, Laura Jones, Esther Moss. Human Factors Evaluation of Surgeons' Working Positions for Gynecological Minimal Access Surgery, *The Journal of Minimally Invasive Gynecology* (2017).

[https://www.jmig.org/article/S1553-4650\(17\)30398-9/fulltext](https://www.jmig.org/article/S1553-4650(17)30398-9/fulltext).

Sue Hignett, Diane Gyi, Lisa Calkins, Laura Jones, Esther 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.

<https://pdfs.semanticscholar.org/61c4/2baf4c5c344bd002291a46513cd04d632590.pdf>

Extra-Curricular

Graduate Ergonomics and Human Factors Program Representative

October 2015 – October 2016

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

Co-President

September 2007 – May 2008

Planned and managed weekly functions held by the club. Co-directed a play to raise awareness about gender issues. Helped raise over \$2000 to donate to a women's shelter. Doubled the club size in number.