

Susan Dybbs | INTERACTION DESIGNER

METHODS

Ethnography
Field observation
Card sorting
Evaluative testing
Personas
Participatory design
Conceptual models
Prototyping
Scenarios

TOOLS

After Effects
Dreamweaver
Director
Final Cut Pro
Flash
GoLive
HTML
Illustrator
InDesign
JavaScript
Photoshop
Premiere
Processing
Sketching
Visio
Yellow Stickies

CONTACT

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EXPERIENCE

User Experience Consultant present

Translated user research into new user experience model for an insurance company's health care portal. Presented research findings and design direction to stakeholders.

University of Pittsburgh Medical Center | Designer 2006-07

Analyzed service breakdowns at the McKeesport ER. Created patient centered design solutions and prototypes as part of Masters Thesis work.

Smart Design | Interaction Designer summer 2006

Designed user interface for customer service software for a major financial institution. Investigated a new navigational metaphor for DVRs, this exploration included benchmarking, analyzing primary and secondary activities, ideation, and designing navigation models. Created interaction guidelines used across product platforms.

Bank of America | Interaction Designer 2004-05

Worked with VP of e-commerce on Online Banking initiatives. Coordinated usability testing as well as exploratory research. Developed consistent pattern language and interaction style guide for Online Banking documentation. Managed multidisciplinary teams of writers, graphic designers, and engineers.

Microsoft | User Interface Designer 2001-03

Used personas to redesign numerous Hotmail and Calendar features to simplify functionality for target user base. Led redesign of MSN Intellisync in order to create a product that mirrored users' mental model and incorporated MSN branding. Wrote design specifications for developers and product team.

Alben & Faris | Designer 2000

Designed and produced marketing tools for corporate website. Produced and designed multimedia presentation using Macromedia Director.

EDUCATION

Carnegie Mellon University | MDes Interaction Design 2007

New York University | BA, Cum Laude 2000

Major in individualize studies in Urban Studies, Psychology and Design. Graphic instruction includes courses taken at the Interactive Telecommunication Program at Tisch School of the Arts and the School of Visual Arts

Harvard Graduate School of Design summer 1996

Attended an intensive eight-week architecture studio program

LEADERSHIP

The Art and Science of Services | Speaker 2007

IBM Research | Invited Speaker 2006

Emergence | Conference Coordinator 2005-06

In team of 4 students, organized annual Carnegie Mellon University academic conference focusing on emerging design themes and practices.

San Francisco Center for the Book | Instructor 2003-05