

Kimberley Dietemann

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Objective

Use my user research, UX and technology skills to create and support innovation.

Skills

User research: Qualitative one-on-one interviews in both informal and formal lab settings, focus groups, field research and ethnographic study, creating surveys and statistical analysis of results, heuristic evaluation of websites and software, persona creation, modeling tasks and processes, card sorting and analyzing information architecture. Presenting resulting data to stakeholders via in-person presentation or professional reports using infographics and charts.

Design: Basic interface design for mobile, web, and tablet, including wireframes and diagrams of the flow of information. Some tools I've used: Axure, Balsamiq, OmniGraffle, Dreamweaver, most Adobe products, hand-coded HTML, Javascript, JQuery / Prototype, CSS / CSS3, Mathematica. Preferred IDE is Webstorm, but I've also used Eclipse, Coda, Visual Studio and many others. Entry level programming skills in Java, C++.

Writing: Technical writing for both internal and external audiences, copyediting, sales and marketing materials, copywriting and content creation. Familiar with most Microsoft products including the Office suite, SharePoint, etc. Also familiar with the iWork suite including Pages, Keynote, etc.

Computer user since 1987 on multiple platforms (Windows, OS X, basic Unix knowledge)

Social media and online community: I run numerous online forums and am active on social media for both personal and professional projects.

Experience

User Experience Researcher, Microsoft (Bing Apps) 5/2014-8/2014

Designed and conducted lab research via various techniques (qualitative interviews, benchmarking, competitive analysis) to inform the design and development of apps (iOS and Windows 8) and websites (MSN). Created usability guidelines and presentations for the design and development teams which were based on academic and industry research.

Usability Engineer / Design Researcher, Microsoft (Xbox) 4/2013 – 11/2013

Designed and conducted research via various techniques (field and lab studies, benchmarking / competitive analysis, remote interviews, surveying, cognitive walkthroughs, and others) to inform the design and development of a gaming console and mobile, tablet, and web applications and services that interact with the console. Research covered both hardware and software across a variety of platforms, including iOS, Android, Windows Phone, OS X, Windows 8 and a variety of interactions (keyboard, controller, voice, and gesture).

User Researcher, Microsoft (Office) 5/2012 – 12/2012

Various research techniques (lab studies, informal in-person interviews, remote surveying, cognitive walkthroughs, employee interviews via phone, IM, social media) to inform the design and development of a consumer-facing website and developer tools. Products and services studied include <http://dev.office.com> (information architecture, videos and

other marketing content, documentation, code samples), Office 365 administrative panel (navigation, support information, signup process), NAPA (overall UX), Visual Studio, apps for Office and SharePoint (including the end user experience). Diverse, cross-group collaboration with PM, development, and design teams across Office, SPDX, MSDN, BizApps, AAPT, VsPro.

Research, Technical Writer, Social Media, PR, Jamcloud / Plug.dj 7/2011 - 1/2012

Interviewing users and making interface design suggestions based on their feedback, writing FAQs and documentation, Facebook / Twitter strategy and content creation, creating press releases and submitting to tech blogs, magazines and other media outlets.

User Research Intern, Microsoft

9/2010 – 12/2010

Interviewed 125 students about their current work habits and which technology tools they used via self-created online surveys and in-person interviews. Researched and analyzed existing tools. Created new features and user interface concepts based on the results of the research, then tested my wireframes on users in focus groups. Gave weekly PowerPoint presentations to students and Microsoft employees that briefly summarized findings and recommendations. Attended talks by a variety of Microsoft professionals about topics like design / information layout, survey techniques, PowerPoint, improving presentation skills, concept sketching, etc.

Education

University of Washington

2010-2013

Informatics Bachelor of Science program, Human-Computer Interaction focus. Both undergraduate and graduate courses in engineering, design, and the informational school about usability, user research, and user-centered design. Topics studied include both managing people (project management, systems analysis, etc.) and managing technology (research, design, and programming).

Bellevue College

2004-2008

Finished AA degree while working full time at AccessLine. Studied Digital Media Theory for 1.5 years which is a program that focuses on the psychology / sociology of digital media as well as the creation of digital film, music, and websites.

Research Publications

Contributed to research paper presented at the ACM International Health Informatics Symposium.

Kientz, Julie a. et al. "Heuristic evaluation of persuasive health technologies." *Proceedings of the ACM international conference on Health informatics - IHI '10* (2010) Web.

Professional Events

Infocamp Seattle – 2013
UX day at Microsoft – September 2012
Infocamp PDX – February 4, 2012
Infocamp Seattle – October 8-9, 2011
3-day usability / UX seminar by Rosenfeld Media.
Interviewing Users: Spinning Data into Gold – September 26, 2011
Do-It-Yourself Usability Testing – September 27, 2011
Adaptable Information Architecture – September 28, 2011
Hive 2011: Where Design and Tech meet – September 16, 2011
CHI 2011 – May 7-12, 2011

