


# Stephanie Michelle Pratt

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## Skills

- **User Experience Skills:**
    - Usability testing
    - UX strategy
    - Information gathering
    - Task analysis
    - Expert usability reviews
    - Personas
    - Prototyping
    - Information architecture
    - Design thinking
  - **Software:**
    - Axure, Balsamiq, Sketch
    - Omnigraffle
    - Morae, UserTesting.com
    - Optimal Workshop
    - Adobe Photoshop, Illustrator
    - SPSS, R
    - Microsoft Office
  - **Deliverables:**
    - Digestible UX Presentations
    - Proposals
    - Reports
    - Annotated Wireframes & Designs
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## Experience

### **User Experience (UX) Designer**, mHelpDesk, Fairfax, VA January 2015 – Present

- Leads user experience research and design efforts for mobile and web SAAS applications
- Advocates for the users in company decisions
- Plans and conducts user research including user interviews, field studies, usability testing, surveys, customer support channels, etc.
- Advises product managers on best UX practices
- Iterates with UI designer for beautiful, usable interfaces
- Collaborates with developers to ensure a usable, functional product

### **User Experience Designer**, GEICO, Chevy Chase, MD June 2014 – January 2015

- Developed and conducted research with users
    - Usability testing, interviews, card sorting, etc.
  - Advocated for the user in design decisions
  - Presented digestible research results
  - Managed UX projects, including meeting deadlines, communication with vendors, and manages project team expectations
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**Human Factors Scientist**, Aptima, Washington, DC

January 2014 – June 2014

- Advocated user experience at Aptima
- Developed and designed user research protocols and scripts
- Interviewed users to identify their needs to design a UI for software solutions
- Worked closely with Air Force, Marine Corps, Navy, and Army Research Labs

**Associate Human Factors Scientist**, Aptima, Washington, DC

January 2012 – January 2014

**Graduate Research Assistant**, GMU, Fairfax, VA

November 2010 – January 2012

**Human Factors Intern**, Aptima, Washington, DC

September 2010 – January 2012

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## Education

**Master of Arts, Human Factors & Applied Cognition**, 2012

George Mason University, Fairfax, VA

**Bachelor of Arts, Psychology, Economics, *cum laude***, 2009

Hollins University, Roanoke, VA

## Professional Membership

**User Experience Professionals Association (UXPA)**

Member, 2010 – Present

**Human Factors & Ergonomics Society (HFES)**

Member, 2010 – Present

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## Professional Service

**President**, UXPA DC Board, 2016 -Present

**Secretary**, UXPA DC Board, 2015 - 2015

**UXpert**, UXPA UXperts Blog, 2014 - 2015

**Committee Member**, Best Teamwork Award, *Aptima*, 2013

**Peer Reviewer**, UXPA, Annually in Spring, 2013-Present

**Volunteer**, UCPA DC Chapter User Focus Conference, 2012

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## Awards

**Aptima Outstanding Accomplishment Award**, January 2013

**Aptima Best Teamwork Award**, 2012

**Aptima Outstanding Accomplishment Award**, April 2012

**Aptima Best Teamwork Award**, 2011