

Sharon Austin

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Experience

User Experience Designer

October 2014 - Present

Northrop Grumman Corporation, Mission Systems Sector, Huntsville, AL

- Providing user-centered design and research support for government and internal contracts
- Specializing in information architecture work, including content inventories, card sorting, and additional methods
- Making and collaborating on interface designs with other designers; iterating these designs based upon user and peer feedback
- Thoroughly documenting interface designs and interaction patterns for later use by developers
- Creating and conducting user interviews, expectancy tests and usability tests in order to understand user expectations and needs

User Experience Designer/WordPress Support Specialist

January 2014 - September 2014

ITS Web Services, University of North Carolina at Chapel Hill, Chapel Hill, NC

- Analyzing the structure and user opinions of its.unc.edu through content inventories, site maps and analyzing survey feedback
- Studying user satisfaction and comprehension with a website re-design through usability testing; wireframing for new sites
- Migrating websites to a WordPress environment and providing customer support for websites hosted in WordPress
- Writing HTML, CSS and PHP for additional projects as needed; utilizing a Git-based version control system to maintain code

User Experience Intern

May 2013 - August 2013

IBM Corporation, Research Triangle Park, NC

- Created mock-ups for potential modifications to parts of the application called Rational
- Evaluated existing interfaces as a fresh set of eyes and documented concerns for usability
- Conducted remote and in-person usability tests; offered usability recommendations based upon the results of these tests

Omeka Theme Designer and Developer

February 2013 - December 2013

Carolina Digital Library and Archives, Chapel Hill, NC

- Met with University members and affiliates to discuss requirements for websites centered around digital collections
- Wireframed suggested ideas for themes built using the Omeka web platform
- Implemented these ideas using HTML, CSS and PHP in a LAMP environment, using Subversion to maintain code repositories

IT Help Desk Student Assistant

October 2012- December 2013

University of North Carolina at Chapel Hill School of Government, Chapel Hill, NC

- Assisted full-time staff in handling Remedy-generated tickets and help requests from School of Government staff and faculty
- Set up peripherals, installed software and handled the setup of other technological equipment as needed

Web Developer Intern

May 2012 - August 2012

ICF International, Fairfax, VA

- Wrote cross-browser compatible HTML and CSS for the Office of Veterans Affairs Intranet website
 - Constructed a map of client offices using the Google Maps API
 - Worked to make PDF documents and websites Section 508 compliant for other government offices
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Skills

User Experience: Wireframing, task modeling, persona development, usability and expectancy testing, cardsorting, content inventories, site mapping

Code: HTML, CSS, PHP, SQL, JavaScript, jQuery, Subversion, Git

Software: Adobe Illustrator, Adobe Photoshop, Adobe InDesign, Axure RP, Microsoft Excel

Education

Bachelor of Science, Information Science

The University of North Carolina at Chapel Hill