Sharon Austin

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EXPERIENCE

User Experience Designer/Knowledge Management Specialist

DAU - Department of Defense, Huntsville, AL   *February 2022 - Present*

- Providing user-focused support for the redesign of the DAU.edu site into a Drupal environment
- Identifying user research objectives and writing user interviews for parts of the DAU.edu site
- Creating wireframes and workflows for use in user research and discussions with stakeholders
- Providing IT help desk support via ServiceNow where needed, including directing tickets to appropriate groups for further support
- Implementing updates when needed to content on DAU.edu via SharePoint and Akumina
- Serving as a government lead for content audit efforts; directing and assisting contractors when needed; providing governance over knowledge management standards

User Experience Designer

Northrop Grumman Corporation, Huntsville, AL   *October 2014 - February 2022*

- Provided user-centered interaction design support for a variety of efforts, primarily in missile defense-focused software
- Created user interface design documentation for developer implementation
- Created high and low-fidelity prototypes for use in user research events
- Provided surge support for research-focused tasks as needed, including facilitating interviews and research events, writing research questions and task scenarios, conducting heuristic
- analysis, and analyzing user research data
- Provided video and multimedia production support as needed for various user experience projects, including audio production, video editing and 3D modeling

User Experience Designer/WordPress Support Specialist

UNC-Chapel Hill, Information Technology Services   *January 2014 - September 2014*

- Analyzing the structure and user opinions of its.unc.edu through content inventories, site maps and analyzing survey feedback
- Wireframing for new tools intended to assist students
- Migrating websites to a WordPress environment; providing customer IT support for these sites
- Writing HTML, CSS and PHP for additional projects as needed; utilizing a Git-based version control system to maintain code

User Experience Intern

IBM Corporation, Research Triangle Park, NC   *May 2013 - August 2013*

- Created mock-ups for potential modifications to Rational Requirements Manager
- Evaluated existing interfaces and documented concerns for usability
- Conducted remote and in-person usability tests; offered usability recommendations based upon the results of these tests

SKILLS

User Experience: Wireframing, card sorting, prototyping, task analysis, cognitive walkthroughs, heuristic

analysis, personas, writing and conducting user research events and usability testing

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

Software: Adobe Illustrator, Adobe Photoshop, Adobe XD, Adobe Premiere, Adobe Audition, 3D Studio Max, Unity, Balsamiq and Axure, Figma

Content Systems: SharePoint, Drupal, Omeka, WordPress

EDUCATION

Bachelor of Science, Information Science

The University of North Carolina at Chapel Hill   *December 2013*