

# Alex Duncan

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## Profile

I am an experienced user researcher, usability tester, and interface designer. I design with the user's needs in mind, and I am skilled at implementing user-centered processes to ensure these needs are understood and fulfilled.

## Skills

Interaction design  
Wireframing  
Rapid prototyping  
Sketching  
Thinkalouds  
User interviews  
Remote usability testing  
Synthesis  
Design studios  
Heuristic evaluation  
Focus groups  
Data analysis  
Persona generation

## Tools

Axure	SQL
Sketch	Java
Balsamiq	C
HTML/CSS	Adobe InDesign
Morae	SolidWorks
Camtasia	MATLAB

## Education

### Georgia Institute of Technology

M.S. in Human-Computer Interaction

Thesis: Best Practices for MOOC Interface Design

### The University of Texas at Austin

B.S. in Mechanical Engineering

Minors: Spanish, Business Foundations

## Experience

### User Experience Designer Georgia Tech Research Institute | 2017-present

- Design, prototype, and test care coordination tool for Medicaid recipients
- Create user guides for Army family volunteering website

### User Experience Designer The Home Depot | 2016-2017

- Conducted user research for internal supply chain applications
- Sketched designs, developed prototypes, conducted formal and informal user testing
- Ran synthesis and design studio sessions
- Worked with developers and PMs to perform UX activities within agile process

### User Experience Specialist The Boeing Company | 2015-2016

- Conducted user research for enterprise-wide (>160,000 users) applications
- Developed prototypes, recruited participants, ran usability and accessibility testing
- Analyzed test data, presented reports of findings to customers
- Led customer engagement meetings to understand customer needs, created UX strategy proposals unique to each customer

### Business Intelligence Developer Epic Systems | 2014-2015

- Designed and developed interfaces to display medical information to help clinicians prevent patient infections
- Facilitated company-wide usability tests with customers both on-site and remotely
- Created usability testing guide and facilitated A/B testing with customers for new Infection Control dashboard layouts
- Coordinated company-wide usability testing guide reviews to improve guide quality

### Graduate Teaching Assistant Georgia Institute of Technology | 2013-2014

- "Educational Technology" - Graded critiques and projects, maintained online syllabus
- "Human-Computer Interaction" and "Computing & Ethics" (Barcelona, Spain) - RA for 64 students; graded projects, presentations, reports, and homework; lectured
- "Introduction to Psychology" (Coursera) - Created and maintained online course for 2 sessions (over 27,000 and 32,000 students enrolled, respectively)

### Reliability Engineer ConocoPhillips | 2010-2012

- Supervised team of 3 machinists from start to finish of centrifugal pump overhaul
- Supervised 3 teams of machinists during Feb. 2011 turnaround
- Calculated safe operating temperatures and pressures for seal flush systems; implemented visual indicators on system gauges

## Projects (see more at [www.alexsduncan.com](http://www.alexsduncan.com))

### MyAccess Account Provisioning Design (The Boeing Company)

- Brainstormed solutions for new system design based on user stories
- Created prototypes using Axure, updated iteratively based on customer feedback
- Recruited participants, tested each prototype with 6-24 users remotely
- Analyzed user test data, updated prototypes, delivered prototypes to customer

### Surgical Site Infection Report (Epic Systems)

- Worked with customers and medical standards to understand surgical site infection (SSI) reporting needs and best practices
- Designed and developed report to help infection preventionists identify possible SSIs
- Visited customer locations to demo report to infection preventionists