Allison Harrison

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WORK HISTORY

Sr. User Researcher, ADP
June 2017 – Present
Conducted UX research for the development of enterprise software for ADP associates and consumer-facing client products.
- Led discovery research into new personas and the features they required.
- Validated design iterations through usability testing.
- Gathered quantitative data through use of surveys
- Facilitated concept sprints and design thinking workshops.
- Conducted benchmarking studies to track impact of software across key tasks.

User Researcher, Audible.com
November 2015 – October 2016
Carried out user research to support teams working on Audible's website, apps, and integration into Amazon.
- Developed moderated and unmoderated testing protocols to answer questions about the design of Audible's products and services.
- Moderated in-person usability studies.
- Produced written reports and video highlight reels to document the key findings from user research studies and provide design recommendations.

Usability Testing Consultant, Educational Testing Service (ETS)
August 2015 – September 2015
Responsible for validating the new design for the online GRE registration system and customer service portal.
- Designed and moderated usability tests with test takers and customer service representatives.
- Coordinated with a third party vendor to recruit participants.
- Presented findings and recommendations to project stakeholders.

User Interface Designer, Samsung Telecommunications
July 2011 - January 2015
Responsible for improving the usability of phones and tablets for the Verizon network, through creating workflows, identifying issues on existing products, and addressing customer pain points.
- Performed expert reviews of Samsung mobile products. Identified usability pain points and worked with a multinational team to resolve issues.
- Created wireframes and workflows for various applications. Followed through with the developer team to see the final product implemented.
- Managed all usability issues of specific products, including the Note 10.1, serving as a liaison with Verizon.
- Led a review of all verbiage on Samsung flagship devices to improve all incorrect, vague, or confusing text, and defined the process for reviewing all future text.

User Experience Researcher, Schedule Star
February 2011 - July 2011
Improved the information architecture and user experience of websites for the input and display of information about high school sports, through identifying the aspects with the highest impact on usability.
- Discovered key information that users needed about individual events, and created wireframes showing the best way to display that information.
- Conducted qualitative and quantitative user studies to increase ease of navigation and simplification of task flow.

EDUCATION

CARNEGIE MELLON UNIVERSITY,
Pittsburgh, PA,
Masters of Human Computer Interaction (HCI), 2010

LEHIGH UNIVERSITY,
Bethlehem, PA,
B.S., Psychology, B.A., Cognitive Science, 2009

TECHNICAL SKILLS

Contextual Inquiries, Concept Sprints, Think-Alouds, Card Sorting, Heuristic Evaluations, Qualtrics, UserZoom, Invision, Figma, Camtasia