

Zachary Sam Zaiss

zssaiss.com • zaiss@alumni.cmu.edu • 402.960.4525

objective professional experience

To advocate a user-centered product vision at a world class organization

WorldLearn

User-Centered Design Manager

Framingham, MA; October 2007 - Present

- Managing product development through a user-centered process
- Advocating for the customer through extensive use of user profiles, vertical profiles, and scenarios
- Deriving key product differentiators from user requirements and managing their design from concept to full prototype

Microsoft: Developer Division

User Experience Engineer

Redmond, WA; 2006 - 2007

- Coordinated usability and design needs for UI Framework team (ASP.NET AJAX Extensions, Acropolis, Silverlight)
- Led the creation of a new set of design and development personas through extensive site visit research
- Promoted the customer's voice to product units through surveys, think-aloud usability studies, diary studies, and accessibility studies
- Key figure in milestone planning through user profile and scenario development; assisted in storyboard development
- Investigated optimal methods to assist developers doing design work and implemented supporting designs in WPF / XAML

Center for the Advancement of Applied Ethics

PICOLA Usability Analysis Lead

Pittsburgh, PA; Spring 2005 - Spring 2006

- PICOLA is a survey and online communication portal for deliberative polls
- Redesigned PICOLA based on extensive HCI research
- Developed interface using Flash MX 2004 and ActionScript 2.0

Pittsburgh Science of Learning Center LearnLab

Documents Lead, Programming Lead

Pittsburgh, PA; Spring 2005 - Summer 2005

- Created data visualization web application for PSLC
- Led programming team in ActionScript programming
- Managed the team wiki; organized and coordinated extensive project documentation

The Gallup Organization (Gallup Labs)

Flash MX Developer

Omaha, NE; Fall 2003 - Summer 2004

- Modularized Gallup's online e-learning modules and updated them to be 508 compliant
- Designed and developed an extension of Gallup's employee engagement tool, allowing Gallup to target a wider demographic with the tool

education

Carnegie Mellon University; *Pittsburgh, PA; Fall 2004 - Spring 2006*

Master of Human-Computer Interaction

University of Nebraska, Omaha; *Omaha, NE; Fall 2000 - Spring 2004*

Bachelor of Science in Computer Science

- Additional Majors in Mathematics & Psychology; Minor in Spanish
- Honors: Summa Cum Laude, Member of Honors Program

honors

Best Poster Award, Mobile HCI 2006

Walter Scott, Jr. Scholarship

Eagle Scout

affiliations

BostonCHI

UPA Boston

Scott Scholar Alumni Organization

Psi Chi

interviewing proficiency

Contextual Inquiry

Artifact Walkthrough

Retrospective Interview

Focus Groups

Directed Storytelling

Think Aloud Protocol

Requirements Solicitation

analysis techniques

Contextual Design

Personas

Competitive Analysis

Cognitive Walkthrough

Heuristic Evaluation

Bricks & Mortar Observation

Card Sorting

Labeling Analysis

Survey

Retail Analysis

technical proficiency

Mac OS 9.x, X.x

Windows OS 95, 98, 2000, XP, Vista

Office Word, Excel, PowerPoint, Visio

Visual Studio 2005, 2008

Expression Blend, Web, Design

Photoshop 6, CS, CS2, CS3

Illustrator 10, CS, CS2, CS3

InDesign CS, CS2, CS3

Flash 5, MX, MX 2004, 8, CS3

Dreamweaver MX, MX 2004, 8, CS3

Fireworks MX, MX 2004, 8, CS3

OmniGraffle

iMovie

programming proficiency

HTML/CSS

JavaScript

ActionScript

PHP

XAML

languages spoken

English

Spanish