

Zachary Sam Zaiss

zssaiss.com • zaiss@alumni.cmu.edu • 206.618.6241

objective professional experience

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

Microsoft: Developer Division

User Experience Researcher

Redmond, WA; May 2008 - Present

- Advocating for customers in the design of new features for the Visual Studio editor and shell
- Leading an effort to reinvigorate personas for the division as part of V.next planning
- Mentoring fellow researchers on optimal research strategies to impact Microsoft product development

WorldLearn

User-Centered Design Manager

Framingham, MA; 2007 - 2008

- Managed product development through a user-centered process
- Advocated for the customer through extensive use of user profiles, vertical profiles, and scenarios
- Derived key product differentiators from user requirements and managed their design from concept to full prototype

Microsoft: Developer Division

User Experience Researcher

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
- 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; 2005 - 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

The Gallup Organization (Gallup Labs)

Flash MX Developer

Omaha, NE; 2003 - 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

UPA Seattle

Puget Sound SIGCHI

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