

EDUCATION

- *M.S. Computer Science, with a specialization in Human-Computer Interaction* - Georgia Institute of Technology, December 2006 (GPA: 3.84)
- *B.S. Computer Science* - Stanford University, June 2005 (GPA: 3.3)

PROFESSIONAL EXPERIENCE

WALLOP

User Interface Designer/Program Manager

January 2007 - Present

- Responsible for end-to-end feature design including gathering customer requirements for product features, creating product specifications for feature development and usability testing product features
- Manage projects through design, implementation, verification and deployment including driving decisions and tracking issues
- Define user interaction models based on high-level functional requirements
- Offer design recommendations and provide user-centered design methodology consulting to projects
- Participate in development of interaction architecture
- Create paper prototypes and wireframes with Visio/Illustrator as well as functional design prototypes in ActionScript with Flex
- Drive a user testing program focused on recruiting users to evaluate existing and future feature designs
- Work across multiple teams, including business development, marketing, customer service, engineering and QA to support shipped features and features in development
- Identify necessary reports, metrics and analysis to measure the effectiveness and validate the success of completed projects

GEORGIA INSTITUTE OF TECHNOLOGY

Graduate Teaching Assistant

August 2006 - December 2006

- Serve as the teaching assistant for the graduate Introduction to Human-Computer Interaction course
- Grade homework assignments, project deliverables and exams
- Monitor student progress on course design project and provide assistance to students

Graduate Research Assistant

January 2006 - May 2006

- Study implications of identity management on mission operations and design solutions for improving NASA mission operations from an identity management, social networking and collaboration perspective
- Conduct ethnographic studies involving interviewing and observing flight controllers at NASA sites
- Develop user interface designs for identity management solutions for a component software framework

AOL

Intern

June 2005 - August 2005

- Write scripts in SilkTest to automate the testing of the AOL Pictures online product
- Document bugs in product behavior

Quality Assurance Intern

June 2004 - September 2004

- Contribute to testing and verification efforts toward the development of an upcoming company release candidate
- Write and maintain product test cases
- Report and validate bugs during the product's Beta certification cycle
- Execute product test cases on various platforms based on internet connection, computer OS/hardware, etc.
- Assist the Instant Messenger development and QA teams in installing and testing debugging builds

STANFORD UNIVERSITY

Resident Computer Consultant

September 2003 - June 2004

- Connect, maintain and monitor internet services for the residence
- Maintain the residence computer cluster to ensure that residents had reliable access to functional machines
- Provide technical support for residents, including troubleshooting and diagnosing computer difficulties and malfunctions
- Prepare programs directed toward educating residents on technical issues

Computer Science Camp Counselor

June 2003 - August 2003

- Educational Program for Gifted Youth (EPGY) camp counselor for an introductory programming course in C

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- Assist students with programming assignments, grade programs and provide feedback on their work
- Teach students basic C programming concepts and techniques during lab sections
- Develop curriculum and assignments for the counselor-led programming sections
- Lead camp activities and field trips

TECHNICAL SKILLS AND EXPERIENCE

- **Programming:** ActionScript, C, C++, C#, Java, JavaScript, XML, HTML, DHTML, 4Test, graphics programming in C++/glut/OpenGL, LISP, MIPS
- **Platforms:** Windows, Mac, Unix, Linux
- **IDE's:** Flex, Eclipse, Visual Basic, Visual Studio, Visual Studio .NET
- **Other:** Visio, Dreamweaver, Illustrator, Photoshop, Flash, SilkTest

ACADEMIC ACHIEVEMENTS

- Contribution to Information Visualization class project won first place (Student Category) in the 2006 Institute of Electrical and Electronics Engineers (IEEE) Visual Analytics Science and Technology (VAST) Contest
- Presentation of Masters Project research (on social networking and identity management) at the University of North Carolina (UNC) Social Software Symposium in Chapel Hill, NC (December 8-9, 2006)

PAPERS AND PUBLICATIONS

- Gov, S., Yardi, S. and Bruckman, A. "From Business Cards to Vanilla Blogs: How Users Manage Multiple Online Identities." January 2007.
- Medynskiy, Y., Gov, S., Mazalek, A. and Minnen, D. "Wearable RFID for Play." Presented at *Tangible Play: Research and Design for Tangible and Tabletop Games Workshop* at the *2007 Intelligent User Interfaces (IUI) Conference*. Honolulu, HI. January 2007.
- Singhal, S., Adams, S., Gov, S. and Lewis, S. "A Tale of Alderwood: Visualizing Relationships in a Diverse Data Collection." Presented at *2006 Institute of Electrical and Electronics Engineers (IEEE) Symposium on Visual Analytics Science and Technology (VAST)*. Baltimore, MD. Published in the Association for Computing Machinery (ACM) Digital Library. November 2006.

PROJECTS AND RESEARCH

(Additional projects and information can be found in my portfolio located at www.ibijibi.net/susan)

- **Online Communities:** study how the context of an online community affects the way its members create and manage their identities within that community
- **Wearable RFID:** build a wearable RFID reader and develop an interactive, collaborative game that can be played with the wearable system
- **Shutter:** prototype and evaluate designs for an online collaborative, multimedia scrapbooking tool
- **VAST:** design and implement a visualization that aids in understanding relationships within a varied data set
- **Technology in Meetings:** study human interaction with technology in meetings by conducting an ethnographic observation and analysis using grounded theory
- **Bus Tracking:** design, prototype and evaluate a portable ambient display for monitoring campus bus activity

References available upon request.