



May 2004—Oct 2005

Natick, MA

- ◆ Supporting biology products, information visualization efforts, and simulation products with usability and design work
- ◆ Interaction design and usability testing on paper prototypes as well as on implemented products
- ◆ Requirements gathering: Customer visits, interviews, and research on domain areas for bio and data collection

**Senior Interaction Designer**

**Adobe Systems, Inc.** (Creative Suite products)

Dec 2002—April 2004

Seattle, WA

- ◆ Interaction design spec authorship; mockups of workflow and dialog design for Creative Suite applications
- ◆ Cross-product design consistency for top priority complex customer problems: Color management, PDF workflow); these were “bullets on the box” for the CS2 release
- ◆ Identified and communicated key customer issues; brought stakeholders to the table for discussion and consensus; authored process improvements for software teams and project management during early definition phases
- ◆ User research: Usability testing, site visits, online surveys, input into relevant questions and methods

**Director of Research and Development**

**Axance.com** (web usability)

March 2001—July 2002

Paris, France

- ◆ Expanded company expertise in user-centered design methodology and usability during product lifecycle
- ◆ Review of consulting proposals, methodology, test plans, reports, presentations; oversight of complex consulting projects; authorship of commercial proposals for international (multi-country) and more complex client projects
- ◆ Development/teaching of methodology: Usability testing, design methods, card sorting for site structure
- ◆ Individual contributor on English-language projects for international clients, such as Renault and OpenTV; also provided expert consulting on several projects for Instant Messaging on mobile devices

**Manager, UI and Usability Group / Individual Contributor**

**TiVo, Inc.** (consumer electronics)

April 2000—December 2000

Alviso, CA

- ◆ Hiring (usability, UI, graphic designer and prototypers), employee reviews and general work management
- ◆ Established relationships between market research efforts and usability/survey research, and with Creative Design
- ◆ Responsible for UI specification authorship, usability testing, & mentoring of junior usability staff

**Senior User Interface Designer**

**Excite, Inc.** (web portal)

Fall 1998—April 2000

Redwood City, CA

- ◆ Completed full design of three complex web applications, **Excite Planner** (calendar, address book, to do list, and notepad), **Excite Inbox** (mail and voicemail), **Excite Invite** (invitation service). Planner received industry awards for design, including favorable review in Forrester Report, and Inbox traffic increased by 30-50% after this redesign. (*Note: Excite has since been sold and products have changed substantially.*)
- ◆ Conducted some of the first in-house usability testing as part of design process; prepared and taught 1-day training course on UI and user-centered design process to product management staff (73 people)
- ◆ Project-managed design and graphic design during development, coordinated with PMs and engineering
- ◆ Performed task analyses, user research (surveys and usability testing), and created mockups at multiple stages of design. Collected input on business context and customer care feedback for design process
- ◆ Consulted on design issues on many products, including Chat, Instant Messenger, Search, Boards

**Member of Technical Staff**

**AT&T Labs Research** (spinoff from Bell Labs)

1995—1998

Florham Park, NJ

- ◆ Development of Internet chat system interfaces (design and some coding of interface elements)
- ◆ Study of virtual community in various forms (chat, VR, email lists, newsgroups, IM)
- ◆ Evaluation of social/entertainment applications and online groups including games (usability, research)

**Part-time Employee/Consultant**

**SRI International** (a Think Tank)

Spring 1991—1993

Menlo Park, CA

- ◆ Made modifications to English grammar and lexicon for a natural language system with Unix shell
- ◆ Collected transcripts of subjects interacting with speech recognition system in Wizard of Oz experiment

**Part-time Employee**

Summer 1985—1989

**National Institute of Standards and Technology**

Gaithersburg, MD

- ◆ Analyzed output of speech recognition systems / labeled speech spectrograms for training of speech recognizer

**PATENT APPLICATIONS**

“**Viewer for Multi-Dimensional Data From a Test Environment**,” Patent application from work at The Mathworks (legal docket MWS-252), co-inventors James Owen, Jenifer Tidwell, Rong Chen, 2005.

“**Methods and Apparatus for Establishing Configuration Settings Between Applications**,” Patent application from work at Adobe (legal docket ADO05-07(B095)), co-inventors Lars Borg, Manish Kulkarni, Ken Kameda, 2005.

**TECHNICAL SKILLS and TOOLS**

**Design Tools**

- ◆ Adobe Creative Suite
- ◆ Visio
- ◆ Axure (web site prototypes)
  
- ◆ Premiere (video editing)
- ◆ Some Flash & Flex prototyping

**Data Analysis / Mining**

- ◆ R programming and stats
- ◆ Excel (including VBA)
- ◆ Tableau (inforvis/data software)
- ◆ XLMiner (data-mining)

**General Technical**

- ◆ HTML/CSS (some jquery)
- ◆ MySQL & SQL Server
- ◆ Unix shell programming
  
- ◆ Python
- ◆ Some AS 3, Flex, Processing, VBA

**RECENT CONTINUING COURSEWORK**

*Introduction to Data Mining; Data Mining 2; R Graphics* (online courses from Statistics.com, 2007 & 2008)  
*Intro to Accounting and Advanced Dreamweaver*, Keefe Tech Continuing Education, 2008  
*Introduction to Biology*, MassBay Community College, 2005 (during bioinformatics tool design project)  
*Introduction to Java Programming*, Northeastern University online course, 2005

**SAMPLE PUBLICATIONS / PRESENTATIONS**

- 2009 **Panelist** on **CHI 2009** panel, “Fault Lines of User Experience”
- 2008 “How to be the Best Boss You Ever Had.” A **workshop** co-run with Greg Raiz for local UX community sponsored by Boston Usability Association. (Re-run for Boston Human-Computer Interaction, Jan 2009)
- 2008 “I See Evidence of Research...What About Design?” **Article** in **<interactions>** sept + oct 2007
- 2008 “Designing ‘Up’ in the Software Industry.” An **essay** in *HCI Remixed*, collection edited by Tom Erickson and David McDonald, MIT Press.
- 2006 **Invited speaker** at **IBM Research**, Cambridge (spoke on fan video editing communities)
- 2005 **Closing Plenary Invited Speaker** at **Group ‘05** Conference in Sanibel, Florida.
- 2003 **Invited Speaker** at **Digital Media Working Group**, UW (by Prof. Elizabeth Kolko)
- 2001 **Invited Discussant** for Persistent Conversation mini-track at **HICSS Conference** (Hawaii International Conference on System Sciences), organized by Tom Erickson and Susan Herring.
- 1999 *Conversation and Community: Chat in a Virtual World*, CSLI Publications. **My book** about Internet chat and virtual community based on my dissertation work.
- 1998 “The Dynamics of Mass Interaction,” by S. Whittaker, L. Terveen, W. Hill, L. Cherny. **Paper** presented at **CSCW 98**, Seattle.
- 1998 **Panel Member**, “Human Factors in Virtual World Design: Psychological and Social Considerations.” **SIGGRAPH 98** (Computer Graphics), July.

- 1998 “Chat System Design and Modes of Communication.” A **talk** presented at **Sociolinguistics Symposium 12**, session on Computer-Mediated Communication, London, March.
- 1997 “Entertainment is a Human Factor: Game Design and CHI.” **Article** by L. Cherny, C. Clanton, E. Ostrom. *SIGCHI Bulletin*, October 1997. Summary of Workshop at CHI (Computer Human Interaction) 97.
- 1996 *Wired Women: Gender and New Realities in Cyberspace*, Seal Press. **Co-edited book** with Elizabeth Reba Weise. This was a popular textbook choice!
- 1996 “Human Toys: Automated Human Interactions in a Text-Based Virtual Reality.” **Invited presentation** at **Lifelike Computer Characters Conference**, Utah.

## EDUCATION

- 1990–1995 **Ph.D.** in Linguistics (with courses in HCI, computer science, ethnography)  
**Stanford University, CA**  
Dissertation: *The MUD Register: Conversational Modes of Action in a Text-Based Virtual Reality*. (Ethnography of an Internet "MUD" text chat community, later published as book)
- 1989–1990 **M.Phil.** in Computer Speech and Language Processing  
**Cambridge University (Trinity College), UK**
- 1986–1989 **B.A.** in Linguistics (with courses in AI at Edinburgh University)  
**University of Maryland, College Park, MD**

## SAMPLE REFERENCES ON [LINKED IN](#) PROFILE

“In a 3 day project, Lynn was able to absorb the objectives and target audience of our service, earn the trust of the engineers, designers, and product managers, and recommend important design corrections. Several months later those mid course user experience and design corrections are still spot on, and still being followed. Lynn was especially strong at knowing the fundamentals of good UE design for a consumer internet end user audience.”

—**Steve Brand, hired me for a startup project, June 22, 2007**

“Lynn is an extremely intelligent and dedicated professional. She has helped us in many projects including persona development, user research, usability testing, data analysis, and UX design. She was instrumental in raising the level of importance of user centered design at SolidWorks, helping to develop and present justifying arguments to support UX design at the highest levels of our company. Her forte is data analysis and I am always amazed at the types of information she can get out of various sources. She is a great asset to have, especially when you need hard data to support decisions relating to product design and direction.”

—**Jim Wilkinson, Director of User Experience, SolidWorks, April, 2009**

“Lynn is brilliant. She understands the underpinnings of UX and community design so well she can bend the rules to get superior results. She is thoughtful and decisive. Her experienced input guided us around potential roadblocks on many occasions. Without hesitation, I would recommend her services to any organization that wants to win with customer-centric design.”

—**Eric Droukas, currently Director of Search Engine Marketing at Cambridge Interactive Development Corp., April 25, 2008**