



katieodonnell.com
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Education

Human Computer Interaction/Design, MS – Indiana University, Bloomington

- Expected Graduation: 2011
- GPA: 4.0

Informatics, BS – Indiana University, Bloomington

- Graduated with Distinction May 2009
- Minor in Psychology
- GPA: 3.6 - Major GPA: 4.0

Experience

Indiana University – Associate Instructor, i300

Bloomington, IN, 2009 – present

- Led weekly discussions and design critique sections with over 30 students in an introductory undergraduate Human Computer Interaction course.
- Consulted with students, tracked attendance, and graded student projects.

Cincinnati Bell Technology Solutions/TEKSystems – Voice Desk Support

Cincinnati, OH, 2006 – 2009

- Created storyboards, wrote training script, photographed, and designed a customer-training program for the Avaya One-X phone system.
- Answered customer support calls and helped solve issues with commercial phone systems.
- Updated and verified customer information in the call center database of over 10,000 records, increasing the company's billing efficiency.
- Assisted in updating company procedures with the introduction of new managed system type.

Research Groups

- Design Challenge Based Learning, Dr. Eli Blevis, Research Assistant/co-PI, 2010-present
- Intimate Artifacts, Dr. Shaowen Bardzell/Dr. Jeffery Bardzell, Research Assistant/co-PI, 2010-present
- Feminism, Craft, and HCI, Dr. Shaowen Bardzell, Research Assistant/co-PI, 2009-present

Awards

- Women in Science Research Conference, First Place - Undergraduate Math and Technology Research Poster, 2009
- Multidisciplinary Research Opportunities for Women grant, 2008
- Google Workshop for Women Engineers, 2008

Activities

- Graduate Informatics Student Association, Institutional Voice Chair, 2010-present
- HCI Connect, Co-chair, 2009-present
- Women in Computing, Communications Chair/Member, 2006-present
- Informatics Summer Camp, Daytime Councilor, 2009
- Scholarship Advisory Committee, Member, 2008-2009
- Bloomington Startup Weekend, Founder/Food Coordinator, 2008
- Kennedy Heights Montessori Center, Web Design Volunteer, 2007
- Indiana University Residential Services Ambassador, 2006
- Indiana University Informatics Club, 2005-2006

User Research

Personas
Surveys
Questionnaires
Contextual Inquiry
Ethnography
Cultural Probes
Diary Studies
Focus Groups
Interviews
User Testing Methods

Design

Low-Fidelity Prototype
High-Fidelity Prototype
Storyboards
Affinity Diagrams
Sketching
Typography
Visual Design Principles

Tools

MS Office Suite
MS SharePoint
MS Visio
HP Service Desk
iMovie
Adobe Flash
Adobe Fireworks
Adobe Illustrator
Adobe Dreamweaver
Adobe Photoshop
Adobe InDesign
SPSS

Languages

(X)HTML
CSS
XML
Perl
C

Associations

IxDA
ACM - SIGCHI