

Abigail Swain

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Summary

I am a candidate for a dual MBA/MS degree with a concentration in Human Factors, seeking a position in user experience research, design and evaluation. In both academic and professional settings, I have demonstrated my ability to:

- Use experimental methodologies to gain insight into human behavior and identify user pain-points.
 - Translate data into meaningful, actionable information for colleagues and stakeholders.
 - Collaborate effectively with team members and clients.
 - Organize and oversee multiple research projects simultaneously.
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Experience

Professor Roland Hübscher, Bentley University

Waltham, MA

Research Assistant

Sept. 2010 – Present

Professor Hübscher is working to design a software program that assists users in solving complex problems.

- Conducted interviews with potential users.
- Compiled user requirements to inform the design of a user-friendly interface.

Design and Usability Center, Bentley University

Waltham, MA

Departmental Assistant Intern

May 2010 – July 2010

The Design and Usability Center provides user experience consulting services to corporate clients.

- Led a usability test for a university admissions department: acted as client contact, developed test plan, facilitated test sessions, analyzed qualitative and quantitative data, and prepared and presented final report including design recommendations.
- Collaborated with Senior Usability Consultants to conduct a heuristic review of a site offering a directory of online education options.
- Used Morae and Tricaster to record test sessions; used SMI software/hardware to record and analyze eye-tracking data.

Neurocognition Lab of Dr. Gina Kuperberg, Tufts University

Somerville, MA

Research Technologist

June 2007- May 2010

The Neurocognition Lab's research focuses on investigating how language is processed in the brain.

- Designed and ran behavioral and electrophysiological experiments with human participants.
- Analyzed experimental results for significant effects using SPSS statistical analysis software.
- Prepared numerous conference presentations and co-authored scholarly articles (see Publications).
- Managed day-to-day lab operations, including training and management of lab assistants.



Project Experience

Wireless phone company

Usability Assessment Team Project

Burlington, MA

Fall 2010

Our team evaluated the usability of chat and email applications on a prototype touch screen cell phone.

- Performed expert review of touch screen phone prototype to identify areas to target in user testing.
- Developed test plan based on discussions with staff from the design, development and user experience teams.
- Facilitated and observed 10 test sessions, analyzed data to identify areas for improvement, prepared and presented final report, including recommendations, to client.

University-affiliated hospital

Business Process Team Project

Boston, MA

Sept. 2010 – May 2010

The hospital asked our team to analyze the current set-up process for cardiac surgeries and recommend changes to improve the number of surgeries that start on time.

- Met with the executive director of surgical services and other surgical team managers to define project goals.
- Shadowed the surgical team through 7 surgeries and interviewed 8 members of the surgical team.
- Analyzed observation and interview data to develop recommendations.
- Reviewed preliminary findings with the surgical staff; prepared and presented final report with recommendations.

Education

Bentley University – McCallum Graduate School of Business

Master of Science in Human Factors in Information Design

and Master of Business Administration, candidate

- GMAT score: **730**; GPA: **3.96**

Waltham, MA

May 2011

Washington University in St. Louis

Bachelor of Arts

Major: Philosophy-Neuroscience-Psychology; Minor: French

- Cumulative GPA: **3.87**; Honors: Phi Beta Kappa, Dean's List, College Honors
- Activities: Student Union Budget Committee; Student Admissions Committee

St. Louis, MO

May 2007

Publications

De Grauwe S, **Swain A**, Holcomb PJ, Ditman T, Kuperberg GR. Electrophysiological insights into the processing of nominal metaphors. *Neuropsychologia*, 2010.

Kuperberg GR, Kreher DA, **Swain A**, Goff DC, Holt DJ. Selective emotional processing deficits to social vignettes in schizophrenia: an ERP study. *Schizophrenia Bulletin*, 2009.

