

Brooks Tiffany

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Summary

Over the past decade, I've served around the world with the US Air Force, earned a B.A. in English with a focus on technical communication, and filled multiple roles for a fast-paced software startup. I'm a proactive self-starter who knows how to work independently, or as part of a diverse team. I'm currently pursuing a master's degree in Human Centered Design and Engineering and seeking employment as a UX researcher.

Education

M.S. CANDIDATE – HCDE | EXPECTED MAY 2018 | UNIVERSITY OF WASHINGTON

- Major: Human Centered Design and Engineering (UX Research and Design)
- GPA: 3.95/4.0

B.A. ENGLISH | DEC 2013 | VIRGINIA TECH

- Major: English (Professional Writing) – Minor: Psychology
- GPA: 3.9/4.0 (Summa Cum Laude)

Professional Experience

CUSTOMER CARE MANAGER | HEYO | JAN 2014 – JUL 2016

- Led support team for software startup; managed social media and blog; created technical docs and videos.
- Coached customers on campaign research and design; handled sales calls; assisted with quality assurance.

AIRCRAFT ARMAMENT/AIR TRANSPORT | UNITED STATES AIR FORCE | OCT 2005 – APR 2016

- Active 2005-10: Maintained weapons systems on fighter aircraft; loaded munitions; debriefed pilots.
- Reserve 2010-16: Loaded/unloaded passengers and cargo on heavy aircraft; handled hazardous materials.

Related Experience

UX RESEARCHER/DESIGNER | KAISER PERMANENTE RESEARCH INSTITUTE | FEB 2017 – PRESENT

- Creating mobile app prototypes and presentations to assist research team with UX design decisions.

UX RESEARCHER | ACTOFIT | JAN 2017 – MAR 2017

- Conducted heuristic analysis, quality assurance, and usability testing for wearable device and mobile app.

UX RESEARCHER/DESIGNER | FRED HUTCH CANCER RESEARCH CENTER | SEP 2017 – DEC 2017

- Facilitated focus groups, created prototypes, conducted user tests, and wrote design specs for mobile app.

Technical Skills

Adobe: Photoshop, Illustrator, InDesign, Experience Design; **Microsoft:** Word, Excel, PowerPoint;

Prototyping: Axure, InVision, Figma; **Front-end Coding:** HTML/CSS