

ALLISON B. CORBETT

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Portfolio: <http://www.willowtree.net>

User experience professional and design lead with over 17 years of experience in creating innovative designs for Web and mobile apps. Passionate team leader with excellent project management and mentorship skills. Expert in collaborating with Agile teams on highly complex products in rapid iterations.

SELECTED ACCOMPLISHMENTS

- Designed and launched time tracking smartphone app and strategic planning iPad app within a 6-month period. Worked with stakeholders and customers to define requirements. Created Axure prototypes to test interactions on target devices.
- Created design pattern library for business unit's mobile framework, allowing group to develop and release mobile apps for 3 complex enterprise products within a period of several months.
- Worked closely with development managers to develop multi-year roadmap of usability improvements to key MathWorks internal application. Analyzed multiple sources of data and facilitated prioritization and roadmapping activities. Collaborated with developers to design and release key improvements.
- Conducted research on how MathWorks engineers use internal development applications on touch devices and presented findings to department leaders. Results are being used to prioritize and execute on improvements.
- Helped plan and facilitate several week-long design events. During events, worked closely with developers and stakeholders in rapid iterations to design, prototype, and review new features. Coordinated customer sessions to validate requirements, collect in-depth feedback and improve designs.
- Evangelized user-centered design process in Agile development organizations, resulting in significant usability improvements and increased customer satisfaction.
- Presented "Why Can't We All Just Get Along? Improving Designer/Developer Collaboration" talk at Agile 2011 conference.
- Designed configuration and transaction management GUIs for complex real-time transaction processing system. Conducted field research on target users and analyzed current issues to create prioritized list of Agile user stories. Software greatly reduced system error rate and support costs.

SKILLS

- Interaction design
- Usability testing
- Mobile design for Android and iOS
- Wireframes
- Interactive prototypes
- Requirements analysis
- Collaborative workflow & value stream mapping
- Lean and Agile UX
- Storymapping
- Contextual inquiry
- User interviews
- Facilitating brainstorming & design sessions
- Information architecture

TOOLS

- Pen & paper
- Post-its
- Axure RP
- Balsamiq
- Visio
- Photoshop
- Illustrator
- CSS/LESS/SASS
- jQuery & jQuery UI
- Bootstrap
- PHP & MySQL
- Wordpress

EXPERIENCE

Senior User Experience Specialist / Team Lead, MathWorks

May 2014 – Present

- Served as team lead for 4 UX specialists (2015-2017). Responsibilities included hiring, onboarding, coaching/mentoring, drafting performance reviews and objectives.
- Led the redesign of several key internal Web apps used by MATLAB and Simulink developers. Worked with team to understand customers and workflows, brainstorm solutions, and validate designs with users. Efforts resulted in significant workflow improvements and increased user satisfaction.
- Facilitated UX activities including design studios, workflow mapping/value stream mapping, prioritization, story mapping, and roadmap creation. Lightweight, collaborative methods led to wider range of ideas and helped gain buy-in from team.
- Conducted requirements analysis using methods including interviews, contextual inquiry, focus groups, and use cases. Research helped build a foundation of customer knowledge in the team and has driven usability improvements over multiple releases.
- Encouraged teams to seek out regular user feedback via usability tests, user drop-in sessions, pilots, walkthroughs, and interactive design reviews. Collaborated with cross-functional teams to understand constraints and tailor feedback mechanisms to the needs of the team. Evangelism has increased user contacts and built better relationships with customers.

Product Design Architect, CA Technologies

May 2011 – May 2014

- Led design teams including interaction designers, visual designers, front end developers, and user researchers over successful major releases for 4 enterprise products. Prioritized design work, set deadlines, mentored design team, and reviewed team designs. Accountable for overall success of design efforts.
- Served as lead interaction designer for iPhone, Android, iPad, and Web applications.
- Produced deliverables including wireframes, specifications, clickable prototypes, and icons.
- Facilitated design brainstorming and feedback sessions; planned and moderated usability studies; and spearheaded communication with product owners and development teams.
- Worked with product management and engineering to define product requirements and prioritize Agile stories.
- Delivered high-quality, implementable designs while working with multiple globally distributed Agile teams under tight release timeframes.
- Built close partnerships with product managers, developers, quality assurance, and technical writers to advocate user centered design processes and improve the overall user experience of CA's products in several business units, including Security, Service Assurance, and IT Business Management.

Lead User Experience Designer, Key Bank

April 2007 – April 2011

- Served as lead UX designer for several Agile scrum development teams.
- Created user interfaces from concept to delivery for internal, external and extranet Web applications. Worked closely with developers to iterate on and implement final designs.
- Produced deliverables including graphic mockups, wireframes, clickable prototypes, use cases, specifications, and HTML/CSS/JavaScript code.
- Worked with product owners, subject matter experts and users to analyze requirements, draft Agile user stories and create specifications.
- Planned and moderated usability tests with internal and external users.

Independent Designer & Consultant

November 2002 - April 2007

- Designed and implemented Web applications, including scoping and requirements-gathering; user interface design and information architecture; graphic design; and programming in ColdFusion, PHP, and JavaScript.
- Clients included Drum Major Institute for Public Policy, Columbia Journalism Review, and Elizabeth Buffum Chace Center.
- Coordinated major release of Cambridge Computer Services Web site. Wrote site copy, developed HTML pages, and performed all ColdFusion and database development. Worked with external design firm and internal stakeholders to launch successful new version of site in tight timeframe.
- Performed consulting, user training and course development engagements in network backup, enterprise storage systems and document technologies.

Senior Consultant, Cambridge Computer Services, Inc.

June 1997 - November 2002

- Supervised 4-person Web Technologies team as dual report to CEO and CTO. Managed sales and marketing, team strategy, vendor partnerships, and all technical aspects of team. Performed Web development, consulting, and training projects.
- Designed and developed internal Web applications and oversaw multiple releases of company's external Web sites. Authored content, designed information architectures, and developed HTML and ColdFusion sites.
- Performed consulting and training engagements in enterprise software including network backup systems, storage networking, email archiving, automated forms processing systems, and paper-to-electronic conversion solutions.
- Served as lead author and subject matter expert on 10+ technical training classes, including official courses for Legato, EMC and Iron Mountain.

EDUCATION

B.A., Yale University, 1997

New Haven, CT