

Margeaux Comerford

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QUALIFICATIONS PROFILE

User experience professional with a Bachelor's degree in Psychology, and a passion for user-centered design.

- Comprehensive understanding of wide range of user experience concepts, principles, and practices.
- Highly organized, capable of managing multiple priorities as part of a cross-functional team in a dynamic environment.
- Skilled communicator, adept at building rapport and cultivating relationships among stakeholders and team members.
- Accomplished researcher, skilled at developing and running empirical experiments, data collection, analysis, and reporting.

Core Skills

Design Tools	Adobe Creative Cloud, InVision, Adobe Creative Suite 6, Balsamiq Mockups 3, Axure
OS/Productivity/Analysis	MacOS, iOS, Windows, MS Office, iWork, iLife, SPSS, Tableau, mobile and desktop devices, virtual reality headsets and controllers, Epiphan Pearl Streaming and Recording Server
Programming	Java, Python, HTML, CSS, Android Debugging Bridge (adb)
Research Methods	Usability Testing, Play Testing, Heuristic Evaluation, Literature Reviews, KPI Testing and Benchmarking, Focus Groups, Survey Creation and Analysis, Diary/Camera Studies, Card Sorting, Contextual Interviews

EDUCATIONAL BACKGROUND

Bachelor of Science, Psychology, 2015, Georgia Institute of Technology

Research Methods, Psychological Statistics, Technical Communication, Introduction to Media Computation, Engineering Psychology, Principles of Visual Design, User Interface and Design, Senior Thesis: The Effects of Video Games on Creativity

Certificate in UX Design, Springboard, 2017

Capstone Project: event.ly Event Planning App Design

Certificate in User Centered Design, University of Washington, 2020

User-Centered Design, Usability Studies, Interaction Design and Prototyping

EXPERIENCE HIGHLIGHTS

Oculus, Seattle, WA

UX Research Assistant II, (Contracted through Filter) 2018 – present

Work with the user experience research team to design, moderate, and analyze data from user experience testing for hardware and ergonomics, software, and health and safety systems on the Oculus Quest and Rift S virtual reality headsets.

- Performed lab management duties in absence of official lab manager, including managing lab inventory, organizing testing room and RA schedules, and training new Research Assistants.
- Regularly tested hardware and software products through usability testing/surveying/heuristic evaluation/iterative play testing/etc.
- Conducted data analysis on large datasets in SPSS, Excel, and Tableau.
- Worked with research, engineering, and design teams to define research questions and develop research protocols.
- Reported on findings to the research team and stakeholder teams.
- Communicated with recruitment partners about participant qualifications and attendance in research sessions.

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Apple Inc, Seattle, WA

Sales Specialist, 2015 - 2017

Promoted product use, supported customers' technical concerns, and provided resources to enhance satisfaction with devices. Optimized user experience through personalized setup. Participated in creating content for and leading field trips, youth programs, and workshops.

- Increased customer satisfaction scores by 10 points per quarter.
- Collaborated with software trainers to develop and conduct lessons in using Apple software to create projects.

Adaptive Digital Media Lab, Atlanta, GA

Researcher, 2014 - 2015

Designed and ran empirical experiments for analysis of the creative process of pretend play among adults. Recruited participants, recorded video, collected, and analyzed data sets for experiments lasting up to one year.

- Co-authored two published papers characterizing pretend play between adults.
- Recruited average of 20 participants weekly.

Georgia Tech, Attention & Working Memory, and Adult Cognition Labs, Atlanta, GA

Research Assistant & Webmaster, 2012 - 2014

Contributed to lab operations, assisted with data collection for creativity studies funded by the U.S. Air Force, and for elderly cognition testing. Facilitated experiments, transcribed responses, processed payments, and maintained digital backup data.

- Solicited participants via phone and email, and gathered up to 200 data sets per week.
- Reviewed material, and scored up to 20 creativity tasks per week.
- Designed logo, developed, and maintained robust website elements to host Attention & Working Memory lab information and resources, including publications, biographies, and testing software.