

Jack Beaton

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HCI Skills

User Research: Contextual Inquiry, Ethnography, Think Aloud Usability Testing, Heuristic Evaluation, Cognitive Walkthrough, KLM-GOMS, Morae

Software Prototyping: HTML, CSS, JavaScript (jQuery), Visual Studio .NET, Flash, Flash Lite

Training: Certified Scrum Master (for Agile) by ScrumAlliance.org, Toastmasters Int'l Competent Communicator

Work Experience

Principal Usability Engineer – Beaton Interface Consulting, January 2010 - Present

Offering usability evaluation services, with an emphasis on application programming interface (API) usability.

Usability Scientist – Nokia, October 2008 – December 2009

Designed and implemented user tests and exploratory research studies for mobile service interface design with an emphasis on instant messaging, social networking, and emerging markets such as India. Coordinated and supervised one month of testing and interviews in India.

- **Beaton et al**, *Indian Cultural Effects on User Research Methodologies*, CHI '10, Atlanta, USA, pp. 4267-4272.

Research Associate – Carnegie Mellon University, November 2007 – October 2008

Evaluated interface design improvements to SAP Enterprise Service-Oriented Architecture (ESOA) web service application programming interfaces (APIs).

- **Beaton et al**, *Usability Evaluation for Enterprise SOA APIs*, SDSOA'08 at ICSE '08, Leipzig, Germany, pp. 29-34.
- **Beaton et al**, *Usability Challenges for Enterprise Service-Oriented Architecture APIs*, VL/HCC '08, Herrsching am Ammersee, Germany, pp. 193-196.

Project Manager - NASA-CMU Collaboration Graduate Capstone Project, January 2007 – August 2007

Chosen by teammates as Project Manager. Managed readiness testing timeline, and arranged time with users. Five-person team designed and tested functional handheld prototypes for problem reporting by NASA spacecraft technicians. Gathered requirements at Cape Canaveral and tested at NASA Ames Research Center.

Education

Graduate Education – Carnegie Mellon University

Master's Degree, Human-Computer Interaction, August 2007 – final GPA 3.89

Founding Secretary of CMU Toastmasters Symposium public speaking club, Fall 2006

GSA Representative for CMU Masters of HCI students, Fall 2006 – Spring 2007

Undergraduate Education – University of Maryland, Baltimore County

BA, Cultural Anthropology, May 2004 – final GPA: 3.34 – Honors College Graduate

University Scholar, full four-year scholarship, 2000-2004 & Outstanding Student in Anthropology, 2004

Study Abroad for 1 year at CUHK, Hong Kong, China

Invited Talks and Panels

NIST, presentation, "Evaluating the Usability of Software Platforms", May 2010

Harvard University, COMPSCI 179, panelist, May 2010

Harvard University, COMPSCI 179, guest speaker, April 2010

CHI '10, poster presentation, "Indian Cultural Effects on User Research Methodologies", April 2010

BostonCHI Labs, short talk, "Indian Cultural Effects on User Research Methodologies", April 2010

BostonCHI, keynote speaker, "Indian Culture and Mobile Usability Research", March 2010

TiE Boston Wireless & New Media SIG, panelist, Oct. 2009

VLHCC '08, paper presentation, "Usability Challenges for Enterprise Service-Oriented Architecture APIs", Sept. 2008

SDSOA '08, paper presentation, "Enterprise SOA API Usability", May 2008