

Rebecca Jablonsky

I am a freelance user researcher with significant domain expertise in health and wellness technology and enterprise software, currently looking for new opportunities.

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Industry Experience

Freelance User Researcher

Berkeley, CA 11/2018-2/2019

- > Conducted in-depth user interviews for a client in the health and wellness space, in order to develop personas of meditation app users

Perforce Software | UX Designer

Alameda, CA 3/2015-4/2016

- > Led formative user interviews and remote usability sessions for Helix Cloud—a web interface for storage, collaboration, and communication amongst programmers and designers
- > Presented research findings across many layers of the company, including cross-disciplinary team members, the UX group, and executive leadership
- > Produced workflow diagrams, user interface designs, and lightweight prototypes for user testing
- > 60% design, 40% research role

IBM | UX Designer

Emeryville, CA 12/2013-3/2015

- > Managed the user feedback program for a beta version of an endpoint management tool for IT professionals, as it was transferred from an on-premise to cloud-based offering
- > Produced interactive prototypes and high-fidelity designs, and tested them during remote user feedback sessions with customers participating in the beta release program

Boeing | User Research Lead

Pittsburgh, PA 1/2013-8/2013

- > Planned and led contextual inquiry at Boeing's Everett Factory through CMU's Master's Capstone Project
- > Planned and led three user testing trips—including concept validation, low fidelity prototype testing of multiple solutions, and focused high fidelity prototype testing of an interactive, immersive room for self-expression and wellbeing

Research Projects

Rensselaer Polytechnic Institute | Meditation Apps

SF Bay Area 2/2018-present

- > Conducting semi-structured interviews and ethnographic observation with creators and users of meditation apps

UC Berkeley Center for Technology, Society, and Policy | Online Civic Engagement

SF Bay Area 10/2015-10/2016

- > Conducted user interviews, ethnographic observation, and social media content analysis in Oakland, CA in order to understand and positively influence civic engagement on Nextdoor.com

Education

Rensselaer Polytechnic Institute

PhD, Science and Technology Studies
May 2020, anticipated

Carnegie Mellon University

Masters of Human-Computer Interaction
August 2013

New York University

MA, Psychology
May 2010

CUNY Hunter College

BA, Psychology, Religion
May 2008

Skills

Research

Competitive analysis
Contextual inquiry
Ethnography
Field observation
Group brainstorming
Heuristic evaluation
Paper prototyping
Presentations
Public speaking
Surveys
Usability testing
User interviews
User profiles and personas
Video highlight reels
Wireframing
Workflow diagrams

Software

Adobe Creative Suite
Atlas.ti
Axure
InVision
Keynote
Sketch
Userinterviews.com
Zoom

Areas of Specialization

Health and wellness tech
Mindful design
Enterprise software
Public impacts of technology