

COURTNEY N. LETT

EXPERIENCE

UX Researcher | Google via Adecco

July 2018 - Present

Lead researcher planning and executing user studies to strategically address problems and questions across Google Maps products at a biweekly cadence. Synthesizes and presents findings to product manager, engineering, and design stakeholders.

UX Designer | Verizon

Sept 2017 - June 2018

Launched Smart Setup, an experience to support customers in setting up new devices. Conducted user research to define the experience. Contributed to the microsite design as well as in-store rep training materials and positioning. Iterating on the experience through research-informed design while collaborating with key internal stakeholders.

MHCI Capstone Project Research Lead | Zazzle

Jan 2017 - Aug 2017

Lead research efforts to gain actionable insights about young adult's communication, relationship, sharing, and gift giving behaviors. Applied this research towards designing an application to further interactions beyond an existing messaging platform. Resulted in a functional prototype to create and share digital artifacts with a route to Zazzle's offerings.

UX Designer | Student Life and Engagement

Jan 2017 - May 2017

Created secondary and primary research plans to inform and design an interactive game about race. Conducted interviews and play testing while implementing techniques to measure and synthesize user responses.

EDUCATION

Carnegie Mellon University | Masters of Human Computer Interaction

Aug 2016 - Aug 2017

Spelman College | B.S Mathematics, Computer Science Minor

Aug 2012 - May 2016

EXTRAS

Tech Consultant | Langston League

Mar 2018 - Present

Supporting curriculum designers in creating a culturally relevant and responsive tech leadership course for Google Code Next serving 9th and 10th grade students of color.

Mentor | CivicXcel Design Mentor


Oct 2017 - Jan 2018

Provided mentorship for the CivicXcel Accelerator, working with startups pursuing civic ventures. Trained teams in user research, design thinking, and prototyping.


Spelbots - Spelman College Robotics Team

Aug 2015 - May 2016

Explored applications of emerging technology such as robotics, AR/VR and computer vision. Facilitated tech-focused outreach programs targeting girls in underserved communities.

 courtneylett.com

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SKILLS

Research

Affinity Diagramming
Competitive Analysis
Contextual Inquiry
Flow Modeling
Heuristic Evaluation
Personas & Scenarios
Speed-dating
Stakeholder Analysis
Survey Design
Think Alouds
Usability Testing

Design

Co-Design
Journey Mapping
Storyboarding
Wireframing
Prototyping

Design Tools

AfterEffects
Framer
Illustrator
InDesign
InVision
Photoshop
Principle
Sketch
XD

Programming

C++
HTML/CSS
Javascript
Objective C
Python
Swift