

Kyle Bedell

Male, 09/11/1986, Married

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Summary

A human factors professional with a broad spectrum of technical knowledge and the ability to translate research findings in to real-world solutions.

Skills

Software: Axure RP Pro, Camtasia Studio, Rally, Microsoft Office, WordPress

UX Methodologies: Card sorting, survey creation, interviews, expert evaluation, user testing

Experience

User Experience / QA Engineer at Tangoe, Inc.

Telecommunications, >200 employees

05/2008 - present

Acting as a Product team generalist, I handle a mix of interface/interaction design, automated/manual test creation and execution, and technical writing.

- As a member of the MDM Product team, responsible for web application and mobile client interface prototyping
- Conduct user surveys, card sorts, and paper prototyping sessions to improve the MDM user experience
- Manage, document, and execute a library of over 700 test sets and cases
- Create and maintain content for Tangoe's MDM Technical Knowledge Base

Research Intern at Bentley Design and Usability Center

Research, 0-10 employees

01/2008 - 04/2008

Worked with clients such as Brigham & Women's Hospital, AutoDesk, MassMutual, and a leading insurance company to analyze and present usability study findings

- Recorded usability test sessions with Morae and kept in-depth notes on participant comments/behaviors
- Analyzed findings to create and present final reports for clients

Information Technology Department Intern at Federal Reserve Bank of Boston

Banking, >200 employees

06/2007 - 08/2007

Working alongside a team of 10 IT professionals, managed a summer-long desktop deployment project that eliminated the FRB's deployment backlog.

- Provided desk-side IT support to bank personnel
 - Managed, scheduled, and performed hardware deployments for Bank personnel, eliminating a 3 month deployment backlog
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- Managed and troubleshoot client machines via Active Directory and Microsoft SMS
 - Researched device purchases for the IT department
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Studies

MS, Human Factors in Information Design at Bentley University

Postgraduate studies

01/2008 - 05/2009

Graduated with distinction with a 3.70/4.00 GPA

BS, Computer Information Systems at Bentley University

College

09/2004 - 05/2008

Graduated Summa cum Laude with a 3.81/4.00 GPA

Clubs & Organizations

Member, Usability Professionals Association

Technology Columnist, N1ZYY.com