

tony r. poor

is an **interaction designer** seeking opportunities to change the world.

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education

M.S. Human-Computer Interaction

Carnegie Mellon University, December 2011 (expected)

Current GPA: 4.33

B.S. Human-Computer Interaction, Computer Science

Carnegie Mellon University, May 2011

Minor in Communication Design, Final GPA: 3.72/4.0

work experience

Student Design Lead at NASA (MHCI Capstone Project)

Jan. 2011 – Aug. 2011 in Pittsburgh, PA & Mountain View, CA

- Led the design of an iPad application that educates a new generation about space with real-time schedules/media from the International Space Station.
- Conducted user research, led ideation sessions that resulted in over 120 early concepts, and developed a final working prototype that garnered an incredible reaction from users and ensured the product's pending release.

Interaction Design Intern at Salesforce.com

May 2010 – Aug. 2010 in San Francisco, CA

- Designed features for Chatter related to user reputation, encouragement of best practices of usage, and reward systems for quality activity.
- Conducted user research and concept validations/usability tests to shape the designs and utilized design studios to get engineers involved early.
- Gave a well-received final presentation on my designs and the necessary challenge of instilling a sense of delight throughout our enterprise products.

User Interface Intern at Knewton, Inc.

May 2009 – Aug. 2009 in New York, NY

- Served a dual role as designer/front-end engineer. Redesigned our course trials to better serve the goals and needs of prospective students.
- Helped interview and train new front-end engineering candidates.

Research Assistant at CMU Usable Privacy & Security Lab

Jan. 2008 – May 2009 in Pittsburgh, PA

Assisted in the design and evaluation of usable privacy tools for a location-sharing product (CHI '09) and a new file permissions interface (CHI '08).

publications

Understanding Perceived Control: A Framework for Service Designers

Presenting at IASDR 2011 in Delft, The Netherlands

Developed a practical, industry-oriented framework to allow companies and designers to improve services through the perspective of control.

methodologies

Thinkalouds
Service Blueprinting
Contextual Inquiry
Heuristic Evaluation
Prototyping (Lo-Fi/Hi-Fi)
Wireframing
Persona Design
Card Sorts
Affinity Diagramming
Participatory Design
Design Studios

technologies

Javascript & Ajax
CSS & (X)HTML
C
Ruby on Rails
PHP
MySQL & Oracle
Actionscript 3.0 & Flex
Standard ML

software

Photoshop
Flash
Omnigraffle
Illustrator
Dreamweaver
Camtasia
Subversion
Keynote

coursework

Service Design
Mobile Service Design
Sketching
Pen-Based Computing
Pragmatics of Color
UI Software Architecture
HCI Methods
Basic Interaction Design
Communication Design