

# Shannon Kay O'Brien

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## Education

### MHCI in Human Computer Interaction

Human Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA.

Graduated in August 2005

### B.A. in Computer Science and Mathematics

Carroll College, Helena, MT.

Graduated in May 2004: 3.97/4.0 Cumulative GPA

Honors Thesis: "Applications of Permutations and Substitutions to Cryptography"

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## Employment

### Usability Consultant at Verizon Labs. Boston, MA. (February 2007 - Present)

Involved in DSL and FiOS networking projects, evaluated both hardware and software; prepared for and conducted usability studies in customer's homes and in the lab; designed and created prototypes; presided over a nation-wide user group

### Usability/Design Researcher at CSIRO: Commonwealth Scientific & Industrial Research Organisation, Australia. (2006)

Member of CSIRO's "Connecting People" team; published 5 papers; 1 year contract

### NASA - Jet Propulsion Laboratory Internship. Pasadena, CA. (Summer 2004)

Worked with the Artificial Intelligence Group; developed a GUI for a new capture tool used by the Resource Allocation Planning and Scheduling Office (RAPSO); this capture tool was designed to facilitate the planning and scheduling of Deep Space Network (DSN) antenna usage

### NASA - Jet Propulsion Laboratory Internship. Pasadena, CA. (Summer 2003)

Programmed flight rules for the Stardust mission; edited error messages for the Automated Sequence Processor (ASP)-- a tool used by multiple missions to send commands to spacecrafts

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## Skills

### HCI Methods

Professional experience in the following: heuristic evaluations, contextual inquiries in the user's environment, managing remote user groups, conducting focus group sessions, creating and using paper prototypes, think aloud studies in the lab and in the user's environment, form factor design, creating personas, creating and using technology probes, and evaluating assistive technologies

### Writing and Presenting

Created numerous internal reports and presentations; contributed to six published papers; presented findings to clients and other researchers at three conferences: ACE 2006, OZCHI 2006, and CHI 2007.

### Software

Adobe Illustrator and Photoshop, Macromedia Dreamweaver, Microsoft Office

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## Publications

- O'Brien, S., Thorogood, A., Mueller, F. Jogging the Distance. CHI 2007, San Jose.
  - Mueller, F., Cole, L., O'Brien, S., Walmink, W. Airhockey Over a Distance. CHI 2006, Montreal.
  - Mueller, F., Cole, L., O'Brien, S., Walmink, W. Airhockey Over a Distance- Connecting People Through Physical Casual Game Play. Pergames 2006, Ireland.
  - Mueller, F., Cole, L., O'Brien, S., Walmink, W. Airhockey Over a Distance: A Networked Physical Game to Support Social Interactions. ACE Advances in Computer Entertainment 2006, Hollywood.
  - O'Brien, S., Mueller, F. Holding Hands Over a Distance: Technology Probes in an Intimate, Mobile Context. OzCHI 2006, Sydney.
  - Kobayashi, M., O'Brien, S., Pyrzak, G., Ratterman, C., Wong, K., Vassallo, G., Vera, A., Connor, C., McCurdy, M. Informing the Design of In-Situ Re-Tasking Interfaces. In-Use, In-Situ: Extending Fields Research Methods 2005. BCS London.
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## Awards

Top Computer Science Graduate Award: Carroll College (2004)

Meritorious (Top 10%): Mathematical Contest in Modeling (MCM), sponsored by COMAP and NSA (2004)

Student Advertising Design Award (2003)

Achievement Award: Carroll College Mathematics, Engineering, and Computer Science Department (2001)