

UI developer
UX practitioner

Jessica Pokharel

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Work Experience

Manager, Discovery and Research for [JSTOR Labs](#) (formerly UX Prototyper)

7/14 - present @ [ITHAKA](#) / [JSTOR](#) in Ann Arbor, MI

- Front-end development of responsive/progressive websites and apps for researchers, teachers, programmers
- Conducting lean, but iterative, user research and tests
- Creating personas, wireframes, and mockups on paper and in Sketch/Figma
- Leading team UX initiatives and decision-making, and mentoring junior UX-ers
- Managing innovation fellowships program and managing Fellows directly
- Conducting internal and external design thinking workshops
- Planning and implementing analytics tracking code to validate project hypotheses

UX Developer

5/13 – 7/14 @ [Eloquence Communications](#) in Ann Arbor, MI

- Made wireframes and mockups in Balsamiq for all three Eloquence application UIs
- Conducted iterative user tests at all stages of the project, led UX initiatives and made decisions
Developed a desktop UI in Java for nurse stations
- Worked paired with project managers and back-end and Android developers in an agile methodology
- Other responsibilities: QA; branded UIs; wrote use cases, user manuals, and demo scripts; gave demos

Computer Science Lecturer and Emerging Technology Center (ETC) Manager

1/07 – 5/13 @ [East Tennessee State University](#) (ETSU) in Johnson City, TN

- Taught undergraduate and graduate web design and HCI courses, as well as introductory programming
- Created the HCI course at ETSU and taught it exclusively from 1/07 – 5/13
- Mentored and trained ETC's student programmers, managed projects
- Designed the user interfaces for ETC websites/applications and tested them with users

Usability Analyst

8/05 – 10/06 @ [Sabre Holdings](#) in Southlake, TX

- Researched user needs and tested usability for travel-industry software and websites such as [Travelocity](#), IgoUgo, and Sabre GDS.

UX Skills

Design: design thinking, lean startup methodology, Figma, Sketch, information architecture, interaction design, Photoshop, paper prototyping, empathy maps

Research: usability testing, formative/contextual observations, heuristic evaluations, card sorting, A/B tests

Technical Skills

Web: HTML5, CSS3, Javascript, jQuery, Vue, Angular, Foundation, Bootstrap, Wordpress

OOP: Java, C#, Python, PHP

Data: JSON, XML, SQL, RDF, Linked Open Data

Education

PhD in Computer Information Systems **2007-2011**

[Nova Southeastern University](#) in Fort Lauderdale FL

Master of Human-Computer Interaction **2004-2005**

[Carnegie Mellon University](#) in Pittsburgh, PA

Bachelor of Science, Computing **2000-2004**

Bachelor of Music, Piano Performance

[East Tennessee State University](#) in Johnson City, TN