BRITTANY BENJAMIN

Mount Vernon, NY 10550 | 914-885-7143 | hello@brittanybenjamin.net | brittanybenjamin.net | [LinkedIn](#)

EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems **New York, NY**
Master of Science (M.S.) in Human Centered Design | **GPA:** 3.97 December 2023

Pace University, Seidenberg School of Computer Science and Information Systems **New York, NY**
Bachelor of Science (B.S.) in Computer Science | **GPA:** 3.69 May 2022
Minors: Digital Media Studies, Creative Writing
Honors: Pforzheimer Honors College, Dean's List, Magna Cum Laude

RELEVANT COURSEWORK

Intro to UX Design | Intro to Human Computer Interaction | Research Methods for UX | Prototyping & User Experience | Product Development Project | Human Factor & Usability Metrics | Visual Design for Technology | Computer Programming 1 & 2 | Data Structures/Algorithms | Algorithms & Computing Theory | Intro to Mobile App Development | Mobile Web Content & Development

PROJECTS

[EcoSpring](#) September 2023 - December 2023
- Developed an interactive water refill station for increasing water quality awareness across campus communities within a cross-functional team of five researchers and designers.
- Interpreted user needs using iterative quantitative and qualitative research among five participants for identifying critical areas for enhancement.
- Administered a field study with target audience and obtained a promising SUS (System Usability Score) of 93.96.

[Accrue](#) February 2023 - May 2023
- Conceptualized a mobile investment app for startups and small businesses by creating high fidelity prototypes with the use of Figma after observing a lack of presence in the market.
- Employed generative research of three existing products to leverage UI/UX features that optimized user needs and met future business goals.

[To-Mo-To (To Mother Tongue)](#) September 2022 - December 2022
- Collaborated with a team of five to create a design concept utilizing Figma for a language learning app that enables remote language instructors of young children to create engaging and interactive activities.
- Conducted quantitative and qualitative usability testing among three instructors and three toddlers to identify potential areas of improvement.

WORK EXPERIENCE

New York Presbyterian **Bronxville, NY**
Patient Registrar January 2023 - Present
- Register patients for appointments, surgeries, and walk-ins within an average of three minutes to reduce overall wait time.

Pace University **Mount Vernon, NY**
Writer & Podcast Host September 2019 - December 2023
- Attended events and interviewed students to create two to three postings per month for the school's technology blog.
- Created a minimum of three graphics for each of the school's technology blog postings.
- Researched and interviewed guests for hour long episodes of the school's tech and leadership podcast [The Berg](#).

SKILLS

Research & Usability Testing: Google Analytics, UserTesting, OptimalWorkshop, Qualtrics
Prototyping & Wireframing: Marvel, Figma, Miro
Programming & Coding: Java, C/C++, R, Shell, HTML, CSS, JavaScript
UX Research: User Interviews, User Testing, Persona Creation, Task Analysis, Heuristic Evaluation
UX Design: Interaction Design, Information Architecture, Wireframing, Prototyping
Other: Slack, Asana, Agile, Scrum