

Elizabeth Keyes

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PROFESSIONAL EXPERIENCE

WTS Paradigm Middleton, WI 53562
May 2010-present

UX Designer (Sept 2013 - present), Quality Assurance Specialist (July 2011 - Sept 2013), ERP Analyst (May 2010 - July 2011)

- Designing an iPad application through observation studies, workflow analysis, interviews, wireframes, and prototyping
- Implementing customer support websites in Zendesk using CSS and HTML
- Conducting interviews with end users and presenting findings to executive team
- Performing heuristic evaluations of current systems to give product managers suggestions for future projects
- Translating requirements into functional designs with workflows and wireframes for enhancements
- Updating and creating interactive UX guidelines for applications
- Leading software architecture discussions and projects with senior developers
- Worked directly with end users to set up the system to meet their business needs
- Facilitated in-person requirements gathering sessions

Yahara Software Madison, WI 53717
June 2007-November 2009

Business Analyst, Associate Web Developer

- Developed and deployed website modules using a content management solution to improve layout and functionality based on client feedback
- Collaborated with a team of developers to create functional prototypes
- Created software requirements documents for clients and developers
- Wrote and maintained user stories and test cases
- Lead requirements gathering and UAT for company's largest client

Oncontact Software Cedarburg, WI 53012
August 2006-February 2007
Technical Writer

EDUCATION

DePaul University Chicago, IL 60604

Achieved: Master of Science in Human Computer Interaction, Nov 2013

Classes Taken:

- Design for Handheld Devices
- Prototyping and Implementation
- Usability Evaluation Methods
- Inquiry Methods and Use Analysis
- Interaction Design and Information Architecture
- Enterprise System Implementation
- Statistics and Data Analysis

Milwaukee School of Engineering Milwaukee, WI 53202
Achieved: Bachelor of Science in Software Engineering, May 2008
Business Applications Domain

PROFESSIONAL MEMBERSHIPS

International Institute of Business Analysis Madison, WI 53719
Jan 2010-present

Past President (Jan 2015 - present), Greater Madison Area Chapter President (Jan 2011 - Jan 2015), Vice President at Large (Jan 2010 - Jan 2011)

WI BADD Administrative Chair-person (Feb 2010 - March 2011)
International Institute of Business Analysis member (Sept 2009- present)