

Luke Hillman

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Multidisciplinary, T-shaped information architect, interaction designer, & prototyper with a focus on accessibility, inclusivity, and harm reduction. Experienced and classically educated in qualitative user research methods. Seeks work with potential for positive social, environmental, and/or scientific impact.

7/2018 – Present Lead Product Designer Chegg – San Francisco

- Function as an individual contributor and as a project manager while coordinating the UX design of Chegg's new flagship e-learning product, Chegg Prep®
- Lead regular accessibility and ethics assessments of Chegg products
- Serve as the "Accessibility Czar" on Chegg's design system committee
- Mentor junior designers, interns; conduct prototyping workshops; speak at internal conferences
- Facilitate the integration of UX into Agile development processes across multiple teams
- Assist management with writing job descriptions, evaluating and hiring design candidates

1/2016 – 6/2018 Senior Product Designer and Researcher StudyBlue – San Francisco

- Developed and documented StudyBlue's interaction design language: detailed appropriate behavior and usage of each component of the webapp experience.
- Defined and implemented StudyBlue's user research process: research question definition, experiment design, participant recruitment, synthesis. Trained design team in research fundamentals.
- Owned UX for StudyBlue's "learning tools" division (anything directly involved in the user's experience of creating and studying content)

1/2015 – 7/2015 Senior UX Designer Prosper Marketplace – San Francisco

- Owned UX for the "investor" side of this P2P lending platform: conduct qualitative research together with dedicated researchers to inform design decisions and direct further quantitative research
- Wireframed and prototyped flows for Prosper's new responsive web app
- Recognized leader among a cross-functional team of devs, designers, researchers, and copywriters

6/2014 – 10/2015 Owner and Head of Product Agrarify, LLC – San Francisco

- Owned product roadmap and all product KPIs
- Prototyped early versions to gather user feedback and discover pain points before development
- Developed domain-driven design guidelines, providing a conceptual framework for engineers to understand, architect, and implement mobile solutions for the urban agriculture space

1/2013 – 5/2014 Senior UX Designer and Researcher 1/2012 – 12/2012 UX Designer Triplt – San Francisco

- Responsible for Triplt's "full stack" of web, mobile, and wearable app research & design tasks:
- Produced storyboards, information architecture docs, wireframes, comps, UI copy, and prototypes
- Conducted qualitative user research using formal and informal methods
- Triplt received the 2014 Webby Awards' People's Voice award in the travel category: bit.ly/1m1twie

9/2010 – 12/2011 Project Manager Georgetown University – Washington, DC

- Performed ergonomic and UX evaluations of aging physical security system interfaces to determine requirements for upgrades. Coordinated the deployment and oversaw integration of resulting systems.

2011 Master of Arts, Communication, Culture, & Technology Georgetown University

Focused on HCI research methods. Thesis defended with distinction: *User-Centered Design in Virtual World Interfaces: A Human Factors Perspective on Third-Party Second Life Viewers*

2008 Bachelor of Arts, Government Georgetown University

// **Keywords** Information architecture, rapid prototyping, design systems, qualitative research, evaluative research, mixed-methods research, mobile, tablet, desktop, responsive web, service design