

Luke Hillman

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

8/2021 – 3/2022 Director of User Experience Midspace – Remote / San Francisco

- This was an individual contributor + management role at a small startup built around an open source academic conference platform. I managed the entire product roadmap, user research pipeline, all product design tasks, and customer experience team until the company's dissolution in April 2022.
- Supervised student research projects and open source community contributions
- Post-dissolution, currently continuing to lead design iterations on the extant open source project

7/2018 – 7/2021 Lead Product Designer Chegg – Santa Clara, CA

- Led the design of three student- and educator-facing products. Directly managed other designers.
- Serve as the "Accessibility Czar" on Chegg's design system committee
- Mentored junior designers, interns; conducted prototyping workshops; spoke at internal conferences
- Facilitated the integration of UX into Agile development processes across multiple teams
- Wrote job descriptions, led evaluation and hiring of UX design candidates

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

- Developed and documented StudyBlue's interaction design language
- 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 Product & Design Lead Agrarify, LLC – San Francisco

- 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

Triplt – San Francisco

1/2012 – 12/2012 UX Designer

- Produced storyboards, information architecture docs, wireframes, comps, UI copy, and prototypes
- Conducted qualitative user research using formal and informal methods

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, a11y