

# JUDITH C. BLOSTEIN

Cambridge, MA | 617.584.3127 | [jblostein@yahoo.com](mailto:jblostein@yahoo.com) | <https://www.linkedin.com/in/jblostein> |  
Portfolio: [www.jblostein.com](http://www.jblostein.com)

---

## SUMMARY

Customer-focused User Experience (UX) Researcher with a MS in Human Factors in Information Design, MBA, and BS in Education. Background includes roles as a UX Researcher, Human Factors Engineer or Specialist, Usability Analyst, UX Architect, Business Analyst and Technical Writer in many industries, working in Agile or traditional cross-functional software development projects for mobile and web applications.

---

## SKILLS

User research methods include in-person or remote usability testing, contextual inquiry, task analysis, affinity diagramming, expert (heuristic) reviews, interviews, focus groups, competitive research, persona development, surveys, task analysis, journey maps, participant recruiting, focus groups, information architecture, business requirements, functional specifications, technical writing, editing and project management. Knowledge of Accessibility guidelines.

---

## TOOLS

Google G Suite products, HTML, JIRA, MaritzCX, Microsoft Office products, Morae, Optimal Workshop Treejack, Salesgenie.com, Silverback, Sketch, Snag-it, SQL, SurveyMonkey, UserZoom, Visio 2013; Wirecast 7.3, WordPress.

---

## EXPERIENCE

**User Experience Analyst, Pearson Education, Boston, MA** **04/18 – present**  
(through SophLogic Limited)

- Plan and moderate remote and in-person usability research studies for digital courseware and electronic textbook instructor and student learning platforms, following a two-week agile sprint cycle.
- Debrief with the UX design team after each usability test. Analyze research data.
- Write final reports of findings and recommendations and present results to a cross-functional team.

**Human Factors Engineer, Draeger Medical Systems, Andover, MA** **09/17 – 03/18**  
(through Digital Prospectors)

- Mentor new Clinical Engineers on formative and summative usability testing methodology for a patient monitoring system.
- Moderator for one summative and one internal formative usability test for a patient monitoring system.
- Notetaker and report writer for an internal formative usability test for handles of a new patient monitor.
- Wrote a Human Factors Engineering report summarizing one summative usability and 6 formative usability tests of a recent version of a patient monitoring system. Report used for FDA submission.

**User Researcher, Fresenius Medical Care, Lexington, MA** **02/17 – 08/17**  
(through Avid Technical Resources)

- Participated in 6 user research projects related to kidney disease: as usability test moderator for the Acumen electronic health record application; notetaker for 3 contextual inquiries at home dialysis clinics; heuristic reviewer of 2 electronic health record applications.
- Represented the UX team as business analyst during the business requirements phase of a project to improve the Enhancement Request Management Tool (ERMT) for clinical and corporate staff. Led the ERMT team in an affinity diagramming exercise to review the 72 business requirements. Wrote a business requirement document for ERMT email templates.
- Edited, revised and formatted 45 pages of job aids for the UX Content Management team who train their corporate business and clinical users how to post content for their WordPress intranet sites.

# JUDITH C. BLOSTEIN

Cambridge, MA | 617.584.3127 | [jblostein@yahoo.com](mailto:jblostein@yahoo.com) | <https://www.linkedin.com/in/jblostein> |  
Portfolio: [www.jblostein.com](http://www.jblostein.com)

## **User Researcher, Optum Inc., Boston, MA (through Insight Global)**

**09/16 – 12/16**

- Involved in 3 user research projects: wrote focus group moderator guide for a consumer mobile app; lab technician for a web application usability study for providers / pharmacists; collaborated with a UI designer to improve the UI of an iPad application enabling providers / consumers to select medical facilities for treatment.
- Managed the 2 room Boston usability lab, gave lab tours to internal clients, documented lab procedures.

## **Human Factors Specialist, Insulet Corporation, Billerica, MA (through CI Software)**

**08/15 – 08/16**

- Conducted a formative human factors usability test for a drug delivery pod, recruited participants, moderated the study, wrote a report to summarize findings.
- Documented Insulet's human factor activities, per IEC 62366 and ISO 14971, in a report for an FDA regulatory submission for OmniPod, a tubeless insulin pump for diabetics.
- Performed functional quality assurance testing for MyOmniPod, the first patient mobile app.
- Made recommendations for the information redesign of the OmniPod User Guide (Instructions for Use) by reviewing and editing the nearly 200-page book.
- Added suppliers to the approved supplier list following SOP guidance and processed supplier invoices; researched, edited and wrote human factor test reports, risk management worksheets, and FDA submission documents.

## **User Experience Researcher, CapitalOne, Plano, TX (through Pyramid Consulting)**

**05/15 – 07/15**

- Wrote discussion guides and moderated weekly in-person usability tests in an Agile environment to support the Home Loan area of the business. Coordinated research efforts with Product Managers and UI Designers.

## **Senior Usability Consultant, Acquia, Inc., Burlington, MA (through Aquent)**

**04/15**

- Performed and documented the results of a heuristic review of a web product designed to create personalized campaigns for marketing specialists and did a competitive review of this product against similar ones.

## **Senior Usability Specialist, Bose Corporation, Framingham, MA (through Randstad)**

**06/14 – 11/14**

- Conducted user research activities for a global responsive web redesign effort that included Voice of the Customer (VOC) interviews with business stakeholders; creating 6 personas for B2B web sites based on the VOC interviews; preparing a card sort; and doing accessibility research of 20 countries to recommend a common accessibility standard.

## **User Experience Researcher, State Farm Insurance, Bloomington, IL (through CSC)**

**01/13 – 06/14**

- Organized and led formative usability studies for State Farm applications and Innovation area projects including a web-based billing application, a mobile vehicle app, and a document forms workflow application. Analyzed data, and wrote reports of results and recommendations. Coordinated user research activities between the business, digital design, and user research departments.
- Conducted a contextual inquiry in the Claims Adjuster area for the Innovation team and performed competitive research on web-based email viewed in browsers and mobile devices.

# JUDITH C. BLOSTEIN

Cambridge, MA | 617.584.3127 | [jblostein@yahoo.com](mailto:jblostein@yahoo.com) | <https://www.linkedin.com/in/jblostein> |  
Portfolio: [www.jblostein.com](http://www.jblostein.com)

## **User Experience Researcher, Erie Insurance Group, Erie, PA (through Volt Technical Resources)**

**03/12 – 12/12**

- Conducted formative and summative usability studies or expert reviews for a web-based commercial insurance application used by agents, underwriters and processing personnel. Analyzed data; including support tickets to identify defect trends; wrote reports and presentations of findings and recommendations. Managed participant recruiting for the usability studies. Supported the usability testing efforts for web-based personal lines and marketing applications as moderator or notetaker.
- Piloted a contextual inquiry study in the Call Center and Processing departments.
- Mentored UX staff on usability testing techniques and incorporating metrics in research and reporting.

## **User Experience Architect, Cummins, Inc., Columbus, IN (through Collabera, Inc.)**

**06/11 – 02/12**

- Organized and ran contextual inquiry site visits to gather user requirements from truck drivers, distributor sales and service personnel, and corporate stakeholders; interviewed distributors and the business in Voice of the Customer interviews; performed expert reviews or cognitive walkthroughs; conducted affinity diagramming sessions; wrote online surveys; and participated in usability studies as moderator or notetaker. Analyzed results to recommend design solutions for stakeholders and diverse development teams.
- Created low-fidelity wireframes in Visio to inform the design and development of a variety of the Cummins internal and external web sites and web applications.

## **User Experience Research Consultant, ADP, Roseland, NJ (through MISI Company, Ltd.)**

**03/11 – 04/11**

- Wrote usability proposals, user surveys, screeners for participant recruiting and was notetaker during remote usability studies for HR and payroll applications.

## **User Experience Analyst, RSA Security, Bedford, MA (through Eliassen Group)**

**11/10 – 12/10**

- Updated UI design specifications, verified UI changes against design specifications, verified UI bug fixes, expanded and maintained screen inventories, and updated HTML web pages.

## **Usability Analyst, Eclipse Product Development Corp., Amesbury, MA, (1099 Contract)**

**09/10**

- Supported a usability study as notetaker and provided general project assistance for a medical product that analyzes blood. Created a highlight video.

## **eBusiness Consultant, Makibie Corporation, Merrimack, NH**

**05/10 – 08/10**

- Created wireframes for new interactions or information architecture for an employee benefits web application redesign, a shareholder mobile phone application and wireframes for a shareholder web site. Conducted competitive research and wrote a report to scope functional requirements.

## **User Experience Analyst, PointRight Inc., Lexington, MA**

**08/07 – 10/09**

- Conducted usability tests, researched personas, and wrote online surveys to get customer feedback about the UI of web-based products. Wrote reports of results and presented to stakeholders. Wrote the first style guide for the development team using the company Wiki.
- Reviewed the business analyst's UI designs of the flagship web-based product and the training manager's presentations, making recommendations to improve the usability, consistency, information architecture, navigation, and workflow of their deliverables.

# JUDITH C. BLOSTEIN

Cambridge, MA | 617.584.3127 | [jblostein@yahoo.com](mailto:jblostein@yahoo.com) | <https://www.linkedin.com/in/jblostein> |  
Portfolio: [www.jblostein.com](http://www.jblostein.com)

- Gathered business functional requirements and wrote functional specifications for web-based products designed to help nursing homes improve patient risk management and Medicare and Medicaid quality metrics.

**Technical Writer, Electric Power Research Institute, Beverly, MA** **03/07 – 07/07**

- Researched and wrote technical notes, newsletters, and marketing collateral for the PQView product. Audience: Electrical engineers and system administrators in electric power quality.

**Work Practice Designer, InContext Enterprises, Concord, MA** **06/06 – 01/07**

- Conducted national field interviews with users about their work and business practices, performing the Contextual Inquiry (CI) design process. CI includes field interviews with end users, data interpretation and work modeling, visioning, storyboarding, system design, and paper and proof-of-concept paper prototyping.

**Technical Writer, Boston Communications Group, Inc., Bedford, MA** **03/06 – 06/06**  
**(through A&A Search, LLC)**

- Researched, wrote, and updated user guides and release notes for a wireless operator's billing application using FrameMaker. Audience: customer service representatives and subscribers.

**Usability Analyst, Blue Cross Blue Shield, Boston, MA** **01/06 – 03/06**  
**(through SoftPlex, Inc.)**

- Moderator or notetaker for weekly usability tests using paper or clickable prototypes for a new design of [Bluecrossma.com](http://Bluecrossma.com). Assisted with test plan preparation and administered questionnaires for each study. Analyzed usability test data and wrote reports of results.

**Technical Writer, Fidelity Investments, Merrimack, NH** **09/05 – 10/05**  
**(through Veritude)**

- Documented payroll and defined benefit procedures for a human resources system in Lotus Notes. Audience: Audit Control, Distribution, File Processing, Payroll, and Transaction Processing internal users.

**Usability Specialist, Staples, Inc., Framingham, MA** **02/05**  
**(1099 Contract)**

- Worked with the lead information architect to wireframe the information architecture for search, product protection and vendor landing functions of the [Staples.ca](http://Staples.ca) web site.

**Lead Usability Analyst, Human Factors International, Fairfield, IA** **11/04 – 06/05**  
**(1099 Contract)**

- Moderator or notetaker in national or international usability tests for clients. Studies included a web-based medical application, a defibrillator, a payroll application and new features of existing web sites for financial services companies. Analyzed usability test data and wrote usability recommendation reports to recommend UI changes for web sites and software products.
- Performed a competitive web site review for SAP Education at [Sap.com](http://Sap.com).

**Content Developer, K. Hovnanian Companies, Red Bank, NJ** **10/04**  
**(1099 Contract)**

- Collaborated with the training instructor to create a PowerPoint presentation for sales consultants who were learning to sell new homes to clients.

# JUDITH C. BLOSTEIN

---

Cambridge, MA | 617.584.3127 | [jblostein@yahoo.com](mailto:jblostein@yahoo.com) | <https://www.linkedin.com/in/jblostein> |  
Portfolio: [www.jblostein.com](http://www.jblostein.com)

## **Usability Analyst / Business Consultant, H&R Block, Cambridge, MA (1099 Contract)**

**07/04 – 08/04**

- Wrote a usability test moderator guide for the web-based income tax course on [Hrblock.com](http://Hrblock.com). Administered the usability test to 4 of 8 participants and wrote report of findings and recommendations. Results contributed to UI improvement for renaming screen and navigational elements. Created wireframes in Word for the paper prototype portion of the usability test.

## **Usability Analyst / Technical Writer, Philips Medical Systems, Andover, MA (through Nsight, Inc.)**

**03/03 – 04/04**

- Participated in the design and organization of a usability study for a new ultrasound system. Reviewed, edited and updated UI design specifications, providing feedback to software engineers. Improved text of new dialog boxes for the ultrasound system by re-writing dialog text. Created Visio diagrams of ultrasound touch screen panels.
- Performed a heuristic review to evaluate the current and new ultrasound online Help systems and Quick Cards for usability. Reported results and recommendations for improvement. Presented results to the Technical Communications team.
- Interim project manager for contract writers. Planned and created project schedules in Microsoft Project and attended inter-functional meetings for four product lines.

## **EDUCATION**

---

- Bentley University, McCallum Graduate School of Business, Waltham, MA  
**MS Human Factors in Information Design (HFID)**
- Simmons College, Simmons Graduate School of Management, Boston, MA  
**Master of Business Administration (MBA)**
- Boston University, Boston, MA  
**Bachelor of Science (BS) Education, History**
- Northeastern University, Boston, MA  
**Certificate in Technical Writing**
- Designlab, [trydesignlab.com](http://trydesignlab.com)  
**Online classes in Design 101, Interaction Design**