

Jyllian Marie Thibodeau

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Special Skills

- ◆ Identifying fundamental causes of complex user experience issues
- ◆ Finding creative, actionable solutions in constrained environments
- ◆ Translating customer needs into design, and designs into development
- ◆ Refining production procedures to suit unique production needs
- ◆ Campaigning for empathy and customer-focused Agile product development
- ◆ Quickly adapting to evolving changes in technology and schedules
- ◆ Evangelizing UX and design thinking within organization

Hireup

Product & Design (2017 — Current)

- Grow the Product & Design departments as the business expands and transforms
- Work closely with the community to identify common and unique use cases for clients with disability and workers who support them
- Map patterns, pain points, and opportunities to identify priorities for redesign and automation
- Develop streamlined and simple processes for product-led development flow
- Collaborate with stakeholders across various disciplines to define roadmaps

Medical Director

Senior Product Designer & Researcher (2016 — 2017)

- Facilitate multidisciplinary codesign workshops to identify and scope projects
- Research customer base, create journey map and persona artefacts for a reimagining of an established product
- Work closely with Product team to align feature set, design priorities, and development roadmap with user needs
- Create prototypes for internal and external evaluation and validation

- Onboard development team to design rationales, collaborate to deliver efficient solutions aligned to goals
- Evangelize design thinking, collaborative contributions, and creative solutions amongst wider team
- Work jointly with other departments to design ideal tools, processes, and assets for their teams to use
- Project: "2021: A GP Odyssey" 360° VR experience— Producer & Creative Director

Search Party

Product Manager & Designer (2016)

- Organized and conducted customer research to discover needs and delights
- Collaborated with development and data science teams to map architecture of existing tech and UX systems to establish limitations, gaps, and opportunities for build
- Conducted codesign workshops and regular checkpoints with key stakeholders to establish business objectives and ensure consistency of message
- Scoped and wireframed workflows to illustrate how new features would behave and benefit the customer
- Coordinated and supervised design and development team sprints with a focus toward user-testable deliverables
- Wrote detailed technical specs and maintained timelines for build and rollout
- Supported design and dev teams throughout ideation, build, and testing phases
- Evangelized and implemented Agile- and UX-centered processes where there were previously none

UI Group

UX Consultant (2014 — 2016)

- ★ **Clients:** NSW Office of Environment & Heritage, National Parks & Wildlife, Qantas, Telstra, Westpac, Foxtel, Big Fish Games
- ★ **Methodologies:** ethnographic interviews, co-design workshops, validation surveys, data visualization
- Worked with client to determine scope and budget of project, objectives, and goals
- Designed and executed best research approach and deliverable
- Presented findings and recommendations report to stakeholders
- Workshopped followthrough options

Harmonix Music Systems

Head of User Research (2008 — 2013)

- Oversaw and guided research methodology, evangelized for UX throughout the company
- Worked side-by-side with Senior Production, Design, and external partners to align development schedules and research priorities
- Hired and mentored a team of researchers, assigned and coordinated employees across multiple projects, to suit skills and resource needs
- Implemented collaborative circuits of feedback by livestreaming video of playsessions, with a chat room for developers

Motion/Interaction Designer (2012 — 2013)

★ *Unreleased Kinect Title*

- Designed a system of gestural inputs based on players' natural movement patterns
- Seeded, and nurtured a data set for machine learning of algorithmic and event-based motion controls (taught a robot to understand the nuance of body language)
- Partnered with design and engineering teams to create game mechanics and level designs that showcased intuitive control system

User Experience Specialist (2009 — 2013)

★ Fantasia: Music Evolved

★ VidRhythm

★ Dance Central 3

★ Dance Central I

★ Rock Band Blitz

★ Rock Band 3

★ Dance Central 2

★ *Beatles Rock Band*

- Collaborated with designers to determine and implement efficient design solutions that would appeal to a broad variety of potential players
- Designed JIRA ticketing system to track and prioritize design issues and promote collaborative resolutions
- Consulted with PR and Community teams to discuss trends in the market and player base, and how our products could address their needs

Playtest Coordinator (2007 — 2009)

★ Rock Band Unplugged

★ Rock Band 2

★ Lego Rock Band

★ Rock Band I

- Streamlined and standardized research processes, from prototyping to tuning phases
- Recruited demographically-appropriate playtesters, managed lab resources

Novell/Ximian

Usability Consultant (2006 — 2007)

- ★ SUSE Linux Enterprise Desktop
- Proctored usability tests, maintained lab technology and resources
- Analyzed feedback and curated video data into digestible reports

Education and Academics

University of Massachusetts at Lowell (2000 — 2005)

- ★ Philosophy
- ★ Film & Visual Media
- ★ Communications
- ★ Gender Studies
- ★ Psychology

WUML/WJUL

- ★ Program Director
- ★ Class I Licensed Radio Operator
- Trained and managed on-air staff of 70+ student and community DJs
- Created and curated station's web and streaming presence
- Performed extensive community outreach to best serve niche populations
- Negotiated long-term contracts with various intra-University organizations

Personal Interest and Hobbies

- ★ Emergent technology
- ★ Nature & Biology
- ★ Accessible design
- ★ Culinary arts
- ★ Yoga, dance, & ergonomics
- ★ Anything mechanical
- ★ Travel & Anthropology