

JOYCE SAKATA

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EDUCATION

UNIVERSITY OF MICHIGAN SCHOOL OF INFORMATION – Ann Arbor, MI **May 2015**
Master of Science in Information – Specialization in Human-Computer-Interaction – GPA: 3.9

UNIVERSITY OF CALIFORNIA, BERKELEY – Berkeley, CA **May 2008**
Bachelor of Arts in Architecture, Minor in City and Regional Planning – GPA: 3.3

WORK EXPERIENCE

SAP – Palo Alto, CA **Mar 2018 – Present**
Senior UX Design Specialist

- Map dialog flow and establish conversational UX guidelines for SAP's first digital assistant for enterprise
- Collaborate with lines of business to develop use cases and user journeys for conversational UX.
- Conducted exploratory research including: user interviews, surveys, user personas, and diary studies to understand expectations and opportunities for digital assistants for enterprise.

UX Design Specialist **Jun 2015 – Mar 2018**

- Conceptualized and designed a social media application that was demoed at SAP TechED 2017 in Las Vegas.
- Led user research and analysis for material design framework and over 30 enterprise applications.
- Conducted requirements-gathering interviews, designed and implemented user surveys, facilitated focus groups, created user personas and customer journey maps.

GENERAL ELECTRIC – Van Buren Township, MI **Jan 2014 – Apr 2015**

UX Design Intern

- Conducted competitive analysis, created personas, user journeys, and high-fidelity prototypes to create a tool to help users find GE Appliance wall ovens.
- Designed and developed wireframes and prototypes for the development of an Executive Dashboard for project managers and executives to easily see the status of their projects.

HUMAN RIGHTS ADVOCATES CONNECT – Bangalore, India **Nov 2013 – Jul 2014**

UX Designer, Web Developer

- Designed and developed prototypes for the development of a website to connect human rights lawyers in India.
- Front-end development using Drupal, HTML, and CSS3.
- Conducted multiple rounds of usability testing from wireframes to high-fidelity prototypes.

CHICAGO PUBLIC LIBRARY – Chicago, Illinois **April 2014**

UX Researcher

- Developed research plan and script, conducted twelve hours of usability testing sessions with library patrons, analyzed results, and designed high-fidelity mockups based on testing results over four days.
- Presented actionable research findings and recommendations to leadership and business stakeholders.

THE DESIGN PARTNERSHIP – San Francisco, CA **Jun 2008 – Apr 2013**

Designer and Technology Coordinator

- Designed user-centered, cost-effective design solutions for healthcare clients.
- Collaborated and communicated closely with users, clients, and consultants to articulate client vision and meet rigorous objectives and time schedules.
- Developed all graphics and documentation for company's first LEED gold certified project.
- Created 3D models and rendering to maximize the effectiveness of client meetings.

PUBLICATIONS

ACM CHI CONFERENCE – Toronto, Canada **Apr 2014**

BEAM: A Mobile Application to Improve Happiness and Mental Health – 1st Place

- Designed a mobile application that uses random acts of kindness to improve the mental health of its users.
- Led UX research and final report integrating findings from 5 interviews, 78 survey respondents, and 10 usability tests.

HONORS AND ACHIEVEMENTS

- 1st Place 2014 CHI Student Design Competition, 2014 Boeing Scholarship, 2013 – 2015 UMSI Merit Scholarship, 2013 Wendell and Charlotte Cole Scholarship

SKILLS

CREATIVE – wireframes, low and high fidelity prototypes, card sorting, contextual inquiry, personas, scenarios, interviewing, facilitation, heuristic evaluations, task-flows, web design, graphic design

TECHNICAL – Sketch, Omnigraffle, Balsamiq, Axure, Adobe Photoshop, Illustrator, InDesign, HTML5, CSS3, AutoCAD, 3DS Max, Revit, Navisworks, Sketchup

CERTIFICATES – LEED Accredited Professional