

# Benjamin Glenn

User Experience Research & Design

Mobile: +1 415-613-0844

Email: [ben@benglenn.net](mailto:ben@benglenn.net)

[www.benglenn.net/portfolio](http://www.benglenn.net/portfolio)

---

## Education

### MS, Human Computer Interaction

Carnegie Mellon University, 2004

### BA, Computer Science

Duke University, 1997

## Key Skills

### Research & Design Methods

Ethnographic Observation  
Exploratory Interviews  
Personas Generation  
Diary Studies  
Survey Design & Analysis  
Evaluative Usability Testing  
Cognitive Walkthrough  
Heuristic Evaluation  
Contextual Design  
Paper Prototyping  
UI Wireframes & Mockups  
Information Architecture

### Applications

Qualtrics  
Revelation  
24tru  
Morae  
Photoshop  
Axure  
Sketch

### Languages

HTML / CSS  
JavaScript  
PHP, SQL

### Platforms

Windows  
Mac OS  
IOS / Android  
Unix / Linux

### Patents

*Identifying Property Relationships*  
Patent #US20070135945, 2007  
Method for visually identifying  
property relationships in CSS

Portfolio available online at  
[www.benglenn.net/portfolio](http://www.benglenn.net/portfolio)

## Experience

### Senior User Researcher

#### Dropbox

April 2015–Present

Led teams of researchers on multi-city qualitative fieldwork to develop knowledge worker user personas. Mapped buyer journeys for Dropbox Business mid-market and enterprise customers and ran diary studies for self-serve trial onboarding. Led Dropbox's global research initiatives in Berlin, Paris and Helsinki. Conducted a six-week ethnography study of a Portland coworking space.

2011–2014

Travel and writing sabbatical in Southeast Asia and Central and South America.

### Senior User Experience Designer & Researcher

#### Second Life / Linden Lab

January 2007–April 2011

UX lead for virtual world Second Life. Led a team of designers and developers to revamp the Second Life Viewer UI, including new chat, 3d navigation and search interfaces. Led product team to streamline the end-to-end new user experience, from web registration to in-world tutorials. Explored mobile gaming interfaces for Second Life. Redesigned web-based marketplace of user-generated content.

### Product Designer

#### Microsoft Corporation

October 2004–January 2007

Principal designer for Visual Studio Professional and Visual Studio Team System for Database Professionals. Collaborated with product teams to define user needs, analyze task flows and iteratively design UI. Planned and executed user studies to validate design concepts. Strategized end-to-end user experience across multiple products and multi-year ship cycles.

### Interface Designer and Usability Analyst

#### NASA Ames Research Center HCI Group

January 2004–September 2004 (Internship)

Led a team of designers, developers and researchers to prototype a new user interface for NASA's Martian science software tools. Gathered requirements, iteratively designed an interface prototype based on user testing and delivered detailed functional specifications.

### Senior Professional Services Consultant

#### Phone.com / Openwave Systems

June 2000–April 2003

Customized provisioning interfaces for mobile data/messaging products per client specifications, utilizing Perl, PHP, and XML. Implemented a content management system for delivery of deployment collateral to field consultants. Initiated a cross-functional committee to develop design standards.

### Program Manager

#### U.S. Air Force

June 1997–June 2000

Managed a team of developers to implement a web message handling system, decreasing analyst processing time and saving over \$500k in maintenance costs.