

Benjamin Glenn

User Experience Research & Design

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www.benglenn.net/portfolio

Education

MS, Human Computer Interaction
Carnegie Mellon University, 2004

BA, Computer Science
Duke University, 1997

Key Skills

Methods

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

Tools

Qualtrics
Dscout
UserTesting
UserZoom
Figma
Photoshop

Languages

HTML / CSS
JavaScript
SQL

Patents

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

Portfolio available online at
www.benglenn.net/portfolio

Experience

Experience Researcher
Ascension Healthcare (*contract*)
September 2022–Present

Performed evaluative usability testing across multiple product teams developing a greenfield consumer healthcare patient app. Mixed-methods research including interviews, click-through prototype testing, unmoderated studies and surveys.

Lead Experience Researcher
Airbnb
October 2016–May 2020

Managed a team of researchers and product specialists across Airbnb's Pro Host and Market Dynamics business units, defining research roadmaps to strategically inform product development. Led foundational studies on Airbnb's hosting tools. Research lead for Airbnb's experimental design studio Samara, exploring future lines of business using innovative methods such as VR and physical prototypes.

Senior User Researcher
Dropbox
April 2015–October 2016

Led teams of researchers on multi-city qualitative fieldwork to develop personas for Dropbox workflow products. Mapped buyer journeys for Dropbox Business mid-market and enterprise customers and ran diary studies for trial onboarding. Led Dropbox's global research initiatives in Berlin, Paris and Helsinki.

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 Second Life Viewer UI. Led initiative to streamline new user experience, from web registration to in-world tutorials. Redesigned web-based marketplace of user-generated content.

Product Designer
Microsoft
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.

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.

Senior Professional Services Consultant
Phone.com / Openwave Systems
June 2000–April 2003

Customized provisioning interfaces for mobile messaging products utilizing Perl, PHP, and XML. Implemented a content management system for field consultants and initiated a cross-functional committee to develop design standards.