

## Summary of Qualifications

*User research:* Gathering user needs through ethnographic research, one-on-one interviews, and surveys with users

*User experience design:* Translating user needs into efficient, effective, and enjoyable digital and tangible product concepts

*Interaction design:* Creating icons, layouts, and interactive wireframes using Axure (for web applications), Flash and Actionscript 3 (for hardware simulation) and Javascript and HTML/CSS (for iPhone)

*Usability testing:* Writing protocols, facilitating tests, analyzing data, and writing reports for formative and summative testing

*Data visualization:* Presenting data in ways that are easy-to-understand and useful

*Human Factors standards expertise:* Applying requirements of AAMI HE74, AAMI HE75, IEC 62366, ISO 60601-1-6, ISO 60601-1-8, and 60601-1-11 to product development processes and usability activities

## Work Experience

*October 2010-Present: Senior User Experience Business Consultant*

Perficient Inc., Minneapolis, MN

Distill results of stakeholder interviews, card sorts, contextual inquiries, and other research into workflows and user experience requirements for clients spanning a diverse set of industries; Create innovative interaction design concepts which simplify the user experience and align user actions with the mental models of users; Write usability test protocols, facilitate usability testing, and write reports for clients; Leverage expertise in user experience, participatory medicine, and healthcare strategy to contribute frequent posts to Perficient's Healthcare IT blog (<http://blogs.perficient.com/healthcare/blog/author/cmonnier/>)

*September 2007-October 2010: Senior Engineer, Human Factors and User Experience*

Boston Scientific Cardiac Rhythm Management, St. Paul, MN

Identified user needs and design-actionable insights for telemedicine system through ethnographic research with patients and clinicians in both the US and Europe; Wrote usability requirements to better align system design with true user needs; Iteratively designed visually compelling graphical user interfaces to achieve exceptional task completion rates; Facilitated or oversaw usability testing in the US, Canada, Europe, and Japan, and wrote reports for regulatory submissions; Oversaw industrial design (ID) efforts with external vendors (in the US and China) and proposed ID concepts to project managers and executive leadership; Revised internal processes to ensure compliance to external human factors/usability standards (see above list); Consulted on ad hoc basis with cross-divisional teams to guide human factors design; Promoted from Engineer II to Senior Engineer in July 2009.

*November 2005-September 2007: Engineer II, R&D Leads and Accessories*

Guidant/Boston Scientific Cardiac Rhythm Management, St. Paul, MN

Wrote and evaluated (including some user acceptance testing) product requirements for implantable defibrillator leads and surgical implant accessories; Started a first-of-its-kind database to manage product inventory for test purposes; Created and improved data entry forms such that the potential for use error was minimized; Simplified verification testing by creating fixtures using Solidworks and rapid prototyping equipment.

*June 2004-November 2005: Intern*

Logic Product Development, Minneapolis, MN

Tested and characterized user-perceived sound levels of motors for use in wearable insulin infusion pumps; Improved ease-of-use of manufacturing assembly instructions with carefully designed graphics and text; Brainstormed, created, and designed novel product concepts in both Pro/Engineer and Solidworks CAD systems.

*September 2003-July 2005: Research Assistant*

University of Minnesota, Human/Machine Design Lab for Dr. Will Durfee

Designed and developed Visual Basic-based software and graphical user interface for vehicle data acquisition system to clinically evaluate cognitively-impaired individuals; Created comprehensive interactive on-screen instructions to teach users how to operate a driving simulator; Wrote software-based driving scenarios to evoke differences in performance between cognitively-impaired and non-impaired individuals.

## Education

BSME, May 2003, University of Minnesota—Twin Cities, Minneapolis, MN; 3.89 GPA.

MSME, January 2006, University of Minnesota—Twin Cities, Minneapolis, MN; 3.94 GPA.

## Honors and Awards

Co-inventor on U.S. Patent Application 20090117525, awaiting approval on additional patent submitted in 2009

Awarded Guidant Graduate Fellowship, 2003.

BSME awarded with High Distinction.

## Computer Skills

Proficient in Adobe Creative Suite (primarily Illustrator, Photoshop, and Flash), Axure, iRise, Solidworks, MS Office Applications, and HTML (with CSS); Skilled in MS Visio, ActionScript 3.0, Javascript, and Visual Basic .NET

## Languages

Fluent in English, working knowledge of German

## References

Available upon request.