Kayre Lupo **UX Design Instructor**

Detail-oriented and empathetic UX Instructor with 18 years of UX experience, including creating and delivering UX instruction in university, corporate, and certification course settings. Passionate about mentoring and empowering others.

EXPERIENCE

Instructor of Interactive Design
Kennesaw State University | Hybrid - Kennesaw, GA | 8/24 – Present
- Instructed over 100 students in Prototyping I and Prototyping II courses, growing their visual design, UI design, and prototyping skills in Figma, as well as professionalism and efficiency.
- Empowered students through engaging discussions, relevant in-tool demos, hands-on practice, formative and summative assessments and projects, and 1:1 office hours.
- Mentored students to prepare them for careers in design.

UX Instructor
Human Factors International *(via independent contract)* | Remote | 9/22 – Present
- Instructed students in the Practical Usability Testing course to prepare them to earn the Certified Usability Analyst (CUA) Certification.
- Instructed students in Service Design Thinking and Portfolio Building, including creating materials for the webinars.

Lead UX Instructor/SME – Kenzie Academy
Southern New Hampshire University | Remote | 12/22 – 9/23
- Created and updated 3 terms of UX curriculum (including lessons, assessments, discussions, and grading rubrics) to enable the successful launch of the UX Design Certification program at Kenzie Academy. The inaugural cohort had over 20 students, resulting in potential revenue of over $250,000.
- Led instruction, administered feedback, and provided 1:1 mentorship which supported learners through the program and prepared them for industry jobs.
- Managed UX program including content, processes, and support staff's work.

Sr. User Experience Design Instructor
The Home Depot | Atlanta, GA | 05/19 – 04/22
- Created engaging lecture and activity-based UX workshops for associates.
- Developed UX associates through instruction and 1:1 coaching in office hours.
- Supported non-technical associates through graduation of a UX bootcamp-style program, enabling their hire onto the UX team.
- Led the design of a new year-long UX educational program, including workshops, speakers, and competency development tools.

Sr. User Experience Researcher & Designer
The Home Depot | Atlanta, GA | 05/16 – 05/19
(*contract via Diversant* | 05/16 – 02/18)
- Led UX research and design activities in an Agile environment which enabled the launch and maintenance of multiple desktop and mobile applications.
- Coordinated a 'Lunch and Learn' program that up-skilled the UX team. This included teaching, and managing the course catalog, teachers, and processes.
- Mentored junior researchers and designers.

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SKILLS

Lesson Planning
Instruction
Instructional Design
Curriculum Development

Design Thinking
Contextual Inquiry and Design
Interviews
Usability Testing
Participatory Design Workshops
Card Sorting
Process/Journey Maps
Heuristic Evaluation
Personas
Storyboards
Surveys
Diary Studies
Mental Models
Web/App Analytics
Wireframing
UI Design
Interaction Design
Physical & Digital Prototyping
Accessibility Testing

Public Speaking
Facilitation

TOOLS

Figma, Sketch
Photoshop, Illustrator, InDesign
Axure, Invision, Whimsical

EDUCATION

Carnegie Mellon University
2006
Master of Human Computer Interaction

Georgia Institute of Technology 2005
Bachelor of Science Computer Science; Certificate in Social/Personality Psychology

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EXPERIENCE (cont.)

User Experience Research Manager
HP | Alpharetta, GA | 11/15 – 05/16
 • Established and managed a user research practice for a department, including processes, templates, a participant database, web analytics and other passive feedback channels, and a cadence for primary research.
 • Planned and ran all research activities and educated and guided team members, resulting in the integration of UX research into the team's process.

Sr. Usability Manager
Cricket Wireless *(contract via DISYS)* | Atlanta, GA | 04/15 – 10/15
 • Managed usability efforts, including planning, designing, and analysis.
 • Created and implemented a cross-department process to ensure accessibility of the website and mobile application according to WCAG.
 • Conducted accessibility testing on desktop as well as iOS, Android, and Windows mobile devices and guided associates in how to conduct this testing, ensuring that all future releases of the Cricket Wireless website and application would remain compliant.

Web Usability Consultant
Nationwide Insurance | Columbus, OH | 03/08 – 10/14
 • Led mixed methods UX research projects, including planning, recruiting, execution, and analysis. Methodologies ranged from exploratory, such as Contextual Inquiry, to evaluative, such as usability tests and heuristic evaluations. Also led and facilitated large workshops with cross-functional stakeholders.
 • Created detailed and actionable reports, which included visual models, journey maps, interactive concepts, and highlight videos.
 • Delivered solutions and recommendations for Insurance, Financial Services, and Associate-facing sites and applications.

User Experience Innovator
Pitney Bowes Inc. | Shelton, CT | 12/06 – 01/08
 • Planned and conducted primary and secondary research activities.
 • Created and tested physical and digital prototypes.
 • Informed strategy by developing concepts for new products, services and opportunity areas.

PUBLICATIONS

Douglass, R., & Hylton, K. (2010). Get it RITE: Rapid iterative testing and evaluation (RITE). *User Experience Magazine, 9(1).*
Hylton, K., Rosson, M.B., Carroll, J., & Ganoe, C. (2005). When news is more than what makes headlines. *ACM Crossroads: Human-Computer Interaction, 12(2).*