Will Gelder | UX Professional

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SUMMARY

UX Professional with 8+ years of experience working across the breadth of UX disciplines including Research, Design, and Development. Deeply curious, humble, and loves to research motivations, visualize design ideas, and prototype implementations. Excellent analytical mindset and possesses strong team management skills.

EXPERIENCE

Graduate Research Assistant

[Play and Learn Lab](#) | Georgia Institute of Technology　　　　　　**Part-Time | April 2023 to Present, Atlanta, GA**

- First-author for academic publication submitted to International Journal of Artificial Intelligence in Education (IJAIE) about the appropriate format and assessments used to teach an AI curriculum to middle school learners as an extension of the NSF-funded [AI4GA](#) project.
- Conducted in-depth qualitative data analysis (open + axial coding) on: classroom observations, teacher/student interviews, student focus groups, and co-designed curriculum structure.
- Created lab data storage infrastructure, repositories, and lab process documentation.

Advisory Product Designer

CBORD & Horizon Software　　　　　　　　　　　**Full-Time | March 2022 to Present, Atlanta, GA**

- Led team of 3 researchers/designers on a 1-year research-based design project to increase efficiency in healthcare production kitchens via tablet-based technologies.
- Led team of 3 designers in partnership with Product Manager, Business Analyst, and Development team to design and develop a cross-platform health care application used by dietitians/hospital food service staff over a 6-month period.
- Partnered with Customer Success team to research, design, develop, and evaluate a user interface for a knowledge base content management system over a 6-month period.

Senior Service Designer

CBORD & Horizon Software　　　　　　　　　**Full-Time | March 2019 to March 2022, Syracuse, NY**

- Created a design team service model that resulted in a 40% increase in completed design tickets over a 3-month period.
- Collaborated with Scrum Master and Product Owner to improve developer team workflow by mapping developer workflows resulting in increase in completed tickets by 25% over a 3 month period.

Senior User Experience (UX) Developer

CBORD & Horizon Software　　　　　　　　**Full-Time | January 2018 to November 2018, Ithaca, NY**

- Designed and developed a consumer-facing meal ordering app for patients in hospitals, decreasing food service staff inefficiencies in collaboration with Product owner and Development team.

User Experience (UX) Developer
CBORD & Horizon Software   **Full-Time | August 2015 to January 2018, Ithaca, NY**

- Designed and developed a resident meal ordering app used by staff at long-term care facilities in collaboration with Product Owner, Business Analyst, and Development team.
- Designed and developed a white labeled user interface for meal menu displays used by higher education, long-term care, and healthcare customers.

EDUCATION

Master of Science in Human-Computer Interaction (MS-HCI), 2024
Georgia Institute of Technology

Bachelor of Science in Emerging Media and **Bachelor of Art,** 2014
Ithaca College

RELEVANT COURSEWORK | GEORGIA TECH

Qualitative Methods for HCI
Learned empirical methods for identifying important social and cultural contexts of end-users.

Discovery and Invention
Learned methodologies of creative research. Specifically, how to create and analyze digital artifacts with an awareness of history, respect, and sensitivity to multiple and diverse audiences. Methods included: Speculative & Critical Design, Value Sensitive Design, and Critical Making.

Psychological Research Methods for Human-Computer Interaction
Learned the use of appropriate methods, tools, metrics, and analyses for generating evidence to inform and reflect on design decisions.

TRAINING

Human Research: Group 2 Social / Behavioral Research Investigators and Key Personnel
CITI Program - August 2022
Certified in the study of sociological, psychological, anthropological or educational phenomena including observational and survey research and in working with populations and/or epidemiological studies.

SKILLS

Technical Skills/Tools: Dovetail, R, Dedoose, Atlas.ti, R, Figma, Javascript, HTML, CSS.
Industry Knowledge: Qualitative Data Analysis, Statistical Analysis, Literature Review, Artifact Analysis, User Research Methods, User Experience Design Methods, User Interface Design Methods.