

# ERICA FIRMMENT



## About

I specialize in making complex interfaces approachable. As a product designer, I drive features and UI from concept to release. I wireframe layout, design user flows, specify interactions and error conditions, and contribute to visual design.

My goal is to create funny, unobtrusive, platform-neutral, user-centered experiences that convey narrative and offer clear calls to action.

## Contact



1 607 279-8868



[ericafirment@gmail.com](mailto:ericafirment@gmail.com)



[linkedin.com/in/ericaolsen](https://www.linkedin.com/in/ericaolsen)



4210 26<sup>th</sup> Street  
San Francisco, CA 94131



## Education

COURSEWORK / COMPUTER SCIENCE

2004 - 2006

Cornell University

MASTERS INFORMATION SCIENCE / HCI

2000 - 2003

University of Michigan, Ann Arbor

BACHELOR OF ARTS / ENGLISH

1994 - 1998

Michigan State University



## Work

LEAD INFORMATION ARCHITECT

2013 - Present

Realtor.com

As the company's first Information Architect, I work at a leadership level to ensure cohesive user experiences. Redesigned Android app. Architected and designed a series of dynamic local information visualizations. Documented & redesigned navigation and footer for realtor.com.

SENIOR UX DESIGNER

2012 - 2013

One Step Beyond Consulting

Lead redesign of the Muve Music (Cricket Wireless) Android music app. Refactored taxonomy, and implemented design best practices. Reduced application's visual complexity and cognitive load by eliminating features, adding contextual information, and applying consistent design patterns.



## Professional

- Material design
- Responsive layout
- Flow diagrams
- User research
- Information visualization
- Interface design
- Qualitative data analysis
- Scrum & Agile UX
- Wireframes

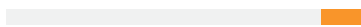


## Achievements

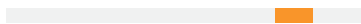
- ✓ I run Librarian Avengers – a blog and humor website catering to disgruntled librarians. Featured in the NYTimes, Washington Post, and several books on librarians in popular culture.
- ✓ I'm a certified beekeeper, and kept hives at the Cornell Organic Farm.
- ✓ I've been Reddit and Internet-famous a few times. It was weird.

# Technical

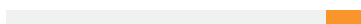
Sketch, Adobe CS



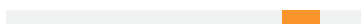
Product Management



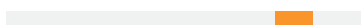
Information Architecture



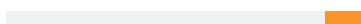
HTML5 + CSS + JavaScript



Visual Design



UX Design



# Awards

- SXSW Interactive Speaker & Panellist, 2009 & 2010
- OSCON Ignite Speaker, 2009
- Graduate Student Research Assistant Scholarship
- 2006 Visualization Award, Educational Interactives - Science Magazine
- Margaret Mann Award, 2002

# Online



[eriquita](#)



[librarianavengers.org](#)



[ericafirment.com](#)



# Work

SENIOR UX DESIGNER

2007 - 2011

Second Life / Linden Lab

Designed interactions and UI for the C++/OpenGL Second Life viewer. Partnered with open source & sustaining engineering groups to incorporate UX into engineering workflows. Started user research program. Created UI templates to elegantly present UGC. PROJECTS: Second Life Viewer redesign & XML UI implementation. UX bug triage. Lead designer for: Billing system, Viewer, Search, Avatar editor, Registration, Premium flows.

UX MANAGER

2006 - 2007

Cornell University

Helped manage a diverse team of developers (Java/JSP), DBAs, and CS students to develop the world's largest online collection of animal recordings at the Cornell Lab of Ornithology.

UX DESIGNER + DEVELOPER

2004 - 2006

Cornell University

Designed & built HTML/CSS interfaces for web applications. Gathered requirements, translated to engineering specifications. Coded JSP & JavaScript. Graphic design and CSS, Conducted usability tests, participated in grant evaluation.

DIGITAL RESEARCH FELLOW

2003 - 2004

Cornell University

Faculty-level digital preservation researcher. Helped create digital preservation training workshop. Edited articles/contributed to RLG-DigiNews. Some PHP and web design.



# References

Thomas Carroll

DIRECTOR, USER EXPERIENCE

*San Jose, CA*

*323-445-5008*

*tcarroll@gmail.com*

Chris Rimple

CTO / CPO

*Seattle, WA*

*206-679-3947*

*chrisrimple@gmail.com*

Alan Lewis

PRINCIPAL PLATFORM ARCHITECT

*San Jose, CA*

*alanlewis@gmail.com*

John Hazelwood

DIRECTOR, PRODUCT MANAGEMENT

*San Jose, CA*

*925-577-3617*

*johnhazelwood2002@yahoo.com*