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Overview

A uniquely creative interaction designer and leader with broad multidisciplinary experience, a passion for storytelling and natural user interfaces, and a fearless approach to customer outreach and taming complexity in all of its forms.

Education

Carnegie Mellon University

SCHOOL OF COMPUTER SCIENCE

Bachelor of Science in Computer Science & Human-Computer Interaction (B.S.)

Pittsburgh, PA

CLASS OF 2002

Carnegie Mellon University

ENTERTAINMENT TECHNOLOGY CENTER

Entertainment Technology Master's Program

Pittsburgh, PA

AUGUST 2002-MAY 2003

GPA: 3.82

Experience

Amazon

Senior User Experience Designer

ENGAGEMENT DESIGN GROUP

Sep 2014 – Present

Projects:

- Unannounced Hardware Projects (2)
- Amazon Echo 2016 Features

- ▷ Created extensive set of storyboards to drive product vision from initial concepts to product proposals and an eventual funding green light from CEO and Senior VP team
- ▷ In 4 weeks, designed a new interactive photobooth for employees, encouraging high engagement to enable computer vision data collection
- ▷ Participated in cross-country ethnographic studies
- ▷ Produced wireframes, comps and redlines for prototype milestones, work with dev team on implementation
- ▷ Drove Speech and VUI through concept and product definition phases, including requirement definition and review; VUI mocks; SW and Alexa team partnerships; and designing & executing user research on early speech functionality to inform major product decisions.
- ▷ Contributed to framework-level features on the Alexa Voice Service platform, accommodating voice-forward and screen-forward Alexa enabled solutions.

Microsoft

Senior User Experience Designer

OPERATING SYSTEMS GROUP

Oct 2012 – Sep 2014

Projects:

- Next-Gen Automotive Infotainment
- Cortana for Windows 10

- ▷ Lead designer for our NUI / speech interactions in the car
- ▷ Drove the creation of our automotive shell design patterns
- ▷ Created a safe and research-validated system for notifications in moving vehicles that allowed drivers to take action quickly without violating industry guidelines for driver distraction
- ▷ Created a new interaction pattern to take advantage of the time after a drive has completed (Post-Drive Summary with Tutorial Elements, US patent pending)
- ▷ Contributed to Windows 10 Cortana design for NUI features on desktop and phone including inline correction of speech input, meeting scheduling, messaging, and email composition
- ▷ Designed graceful solutions for IT products that manage hundreds of thousands of devices and objects
- ▷ Aggressively and successfully championed important wide-ranging experience improvements for SCCM 2012
- ▷ Provided thought leadership for our design team on wide-ranging trends in our industry, including a book and evangelization tour
- ▷ Extensive wireframing, high-fi design work and prototyping

CLOUD & ENTERPRISE DIVISION

Nov 2007 – Oct 2012

Shipped Products:

- System Center Configuration Manager 2012
- Windows Intune Wave C & D

Griptonite Games

Producer

Nov 2004 – Nov 2007

Shipped Titles:

- Disney Friends (*DS exclusive*)
- Pirates of the Caribbean: Dead Man's Chest (*GBA and Nintendo DS*)
- The Chronicles of Narnia: The Lion, the Witch, and the Wardrobe (*GBA*)

Maxis / Electronic Arts

Assistant Producer II

May 2003 – November 2004

Shipped Titles:

- The Sims Makin' Magic (PC)
- The Sims Bustin' Out (GBA/N-Gage)
- The Sims Bustin' Out (PS2/GCN/Xbox)

Walt Disney Parks & Resorts

Interaction Designer

DESTINATION DISNEY ON-SITE

May 2002 – September 2002

MAYA Design Group

Interaction Designer

May - September 2001

Jan – March 2003

IGNITE Worldwide

Vice-President of the Board

EDUCATIONAL 501(C) NON- PROFIT ORGANIZATION

August 2010 – October 2012

Design Software: Adobe CC (Photoshop, Fireworks, Illustrator, Flash, Dreamweaver, InDesign), Sketch, Visio, MS Office

Programming and Prototyping: HTML, CSS, Java, Javascript, C++, C, C#, Python, XML, VB, Arduino

Virpets Theater

CMU ENTERTAINMENT TECHNOLOGY CENTER &

PITTSBURGH CHILDREN'S MUSEUM

Technical Director (Spring 2003)

DARPA / PerceptOR:

Operator Control for Off-Road Robots

CMU HUMAN-COMPUTER INTERACTION

INSTITUTE

- ▷ Directly responsible for managing handheld development teams of 8 – 15 artists and developers with development budgets ranging from \$750,000 to \$1.85 million
- ▷ Created and maintained game design, maintaining project vision and documentation throughout the project.
- ▷ Primary liaison with external clients, contractors, and QA
- ▷ Supervised interface design and play testing efforts
- ▷ Created and managed project schedules
- ▷ Wrote product pitches for new game development projects.
- ▷ Other contributions: game scripting, cutscene creation, writing in-game dialog/scripts, & localization

- ▷ Managed day-to-day publishing and production tasks, including design, scheduling & asset management
- ▷ Supervised the localization process for multiple titles, including translation and Language Testing
- ▷ Served as the liaison between Production and Testing, and as a liaison with external developers
- ▷ Wrote original in-game text for multiple games
- ▷ Platform experience on PC, PS2, GCN, GBA, Nintendo DS

- ▷ Designed and prototyped an interactive resort TV system
- ▷ Created site flows, HTML mockups, and programmed functional prototypes using VB and Flash.
- ▷ Coded several network applications for Walt Disney Imagineering used to help prototype the Disney's PhotoPass project

- ▷ Evaluated multiple banking & security client websites, performing heuristic analyses and cognitive walkthroughs
- ▷ Created actionable design recommendations & deliverables
- ▷ Coded an internal utility for visualizing employee utilization and work hours from company databases.

- ▷ Directed a rebranding of IGNITE's marketing materials
- ▷ Represented IGNITE at community events
- ▷ Began a volunteer outreach program
- ▷ Presented to young girls at panel presentations

Design & Research Skills:

Storyboarding, Sketching, 2D & 3D Texture Art, 3D Modeling, Typography, Graphic Design, Web Design, Low-Fidelity Prototyping, Wireframing, Cognitive Walkthrough, Heuristic Evaluation, Usability Studies, Diary Studies, Video Production, Script Writing

- ▷ Responsible for evaluating technologies and technical prototyping (C++/Flash/ActionScript)
- ▷ Designed and implemented system for controlling digital puppets with analog controls & 3rd party 3D engine
- ▷ Play tested prototype system in eventual target location
- ▷ Lead for a five-person effort to create a user interface for a DARPA experimental military reconnaissance robot that would be manned remotely by soldier operators.
- ▷ Deliverables included 2 usability studies and a completed set of wireframe designs and recommendations

Volunteer Outreach

Skills

Academic Projects

Speaking Highlights

Keynote: Girls Unlimited / "Arts Inspire", April 2015

Keynote: Girls Unlimited / "Expanding Your Horizons with STEM", March 2013

Instructor: "Making the World Easier with Interaction Design"

- DigiGirlz 2012, 2013, 2014; UW DawgBytes 2012, GeekGirlCon 2013, Amazon GirlsWhoCode 2015

"Computer Engineer Barbie: Enticing a new generation of girls with interaction design"

- Interaction '11 (Boulder, CO), IXDA Seattle, GeekGirlCon 2011

Moderator, TechEd 2011 Women in Technology Panel

Awards & Honors

Microsoft4Afrika User Experience Instructor (Nairobi), 2014

Microsoft Leader Bench, FY 2012 and 2013

Microsoft Emerging Leader Bench, FY 2011

Microsoft Gold Star Award, FY 2010

Andrew Carnegie Scholar (1998-2002):

Recipient of four-year merit-based scholarship given to top 60 incoming students at Carnegie Mellon.

National Merit Scholar, 1998