

Heather R. Wiltse

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Education

- Fall 2007–Present Indiana University Bloomington—Enrolled in Informatics PhD program, concentrating in Social Informatics.
- Fall 2004–Fall 2007 Indiana University Purdue University Indianapolis (IUPUI)—Master of Science degree in Human Computer Interaction from Indiana University School of Informatics awarded December 2007.
Cumulative GPA: 3.979/4.0.
- 1999-2003 Southern Adventist University—Graduated *magna cum laude* with Bachelor of Arts degree in Psychology and minor in Computer Science.
Cumulative GPA: 3.85/4.0; within major GPA: 3.94/4.0.

Master's Thesis

- 2006–2007 Master's thesis, *The Everyday Use and Experience of Computer-Mediated Communication*, explored use and experience of email, instant messaging and text messaging among college undergraduates. Completed and successfully defended December 2007.

Relevant Experience

- Summer 2008 Intern in the USER group at the IBM Almaden Research Center. Worked on project designed to facilitate interaction and collaboration around snippets of web content.
- Summer 2007 Intern in User Experience Group at Pearson Education. Assisted with planning, execution and evaluation of usability testing. Also helped with interface design critique.
- 2006-2007 Master's student in Human-Computer Interaction (thesis stage). Conducted semi-structured interviews and analyzed resulting qualitative data on undergraduate use and experience of computer-mediated communication technologies as part of thesis research.
- 2006-2007 Research assistant to director of Human-Computer Interaction program at Indiana University Purdue University Indianapolis (IUPUI). Assisted in evaluation of new interface concept for reporting of physiological data in a critical care medical context. Also assisted in preparation of academic papers and curriculum.

Employment History

June–Aug 2008	IBM Almaden Research Center — Summer intern
Sept 2007–May 2008	Indiana University School of Informatics—Associate Instructor
June–July 2007	Pearson Education User Experience Group—Summer intern
Aug 2006–May 2007	Indiana University Purdue University Indianapolis (IUPUI)—Research assistant
May–Aug 2006	The Anderson Group—Project for Public Employee’s Retirement Fund (PERF)
Aug 2005–May 2006	Indianapolis Junior Academy—Secretary and bookkeeper
Mar–Aug 2005	Clay Terrace Lifestyle Center (Simon Property Group)—Guest Services Supervisor
Feb–Mar 2005	Clay Terrace Lifestyle Center—Guest Services Associate
May 2004–Feb 2005	Conseco—Member of Help Desk/Escalation Team in the Health Call Center
Aug 2003–May 2004	Conseco—Customer Advocate in Health Call Center
Sept 2001–June 2003	The Limited—Sales support associate/sales associate part-time during school terms
2001 (summer)	Eli Lilly & Company, Development area of Clinical Trial Materials Quality Control—Summer replacement student
2000-2001	Southern Adventist University, Music Department—Piano accompanist for women’s choir
2000 (summer)	Eli Lilly & Company, Study Drug Coordination Group of Clinical Trial Material Management—Summer replacement student

Academic and Research Experience

2007–present	Served as chair of Graduate Informatics Student Association (GISA) Research and Professional Development Committee - Indiana University Bloomington.
2006-2007	Worked as research assistant for director of Human-Computer Interaction program at Indiana University Purdue University Indianapolis (IUPUI).
2006	Attended 4S (Society for Social Studies of Science) conference.
2003	Attended CHI (Computer Human Interaction) 2003 conference with university sponsorship.
Summer 2002	Assisted with three research projects in the Psychology Department of the University of Washington (in fulfillment of practicum requirement).
2002	Attended CHI 2002 conference with university sponsorship.
1999-2003	Tutored in Center for Learning Success at Southern Adventist University (mostly writing/Comp 101 and 102).

Professional and Honorary Memberships

4S (Society for Social Studies of Science)
ACM (Association for Computing Machinery)
ACM SIGCHI (Special Interest Group for Computer Human Interaction)
Psi Chi—The National Honor Society in Psychology (public relations officer for Southern Adventist University Chapter, 2002–2003)