Jacob T. Carter

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305 Elan Village ln #326
San Jose, CA 95134

EDUCATION

INDIANA UNIVERSITY

Master's in Human Computer Interaction/Design
May 2013

Bachelor's in Liberal Arts
May 2010

VINCENNES UNIVERSITY

Associate's in Liberal Arts
May 2001

SKILLS

DESIGN

AR/VR/MR, Conversational UI,
Data Visualization, Design Research, Interaction
Design, Mobile, Machine Learning, Natural User
Interfaces/NUI, OmniChannel Design, Perceptual
Computing, Prototyping, User Experience/UX

SOFTWARE

Adobe Suite, Android, Arduino, Atom, jQuery,
OmniGraffle, Sketch, Xcode

PROGRAMMING

CSS3, HTML5, Java, JavaScript, Node.js, Open-
Frameworks, PHP, Python, P5js, Phaser,
Processing, WebGL

EXPERIENCE

Palo Alto Networks | Digital Experience Manager
Dec 2016 - Present | Santa Clara, CA
· Manage UX design team
· Design UX vision and architecture across all digital properties
· Work with designers, program managers, product managers and brand teams to ideate on different design options
· Define the experience and interactions that drive conversation
· Create mockups, documentation, and descriptions of interactions

[24]7 Inc | MultiModal Interaction Designer
Nov 2015 – Dec 2016 | Campbell, CA
· Designed mobile, web, and speech recognition applications
· Designed machine learning based interactive agents
· Developed high level and detailed storyboards, mockups, and prototypes to effectively communicate interaction and design ideas

Megaputer Intelligence | UX/Interaction Designer
Jan 2014 – Nov 2015 | Bloomington, IN
· Designed user interface and interactions for data analysis software
· Prototyped interactions and use case scenarios
· Developed UX metrics and best practices for global deve team

Indiana University | IT Manager
Center for Research on Learning & Technology
Nov 2011 – Dec 2013 | Bloomington, IN
· Designed and implemented software for use in various research domains: interaction, collection, and visualization of data
· Managed multiple projects and IT needs of research groups
· Researched and identified the technology needs of the individual researchers depending on their stated goals and objectives
· Maintained and managed technology budgets for design and development needs

Intel Corporation | UX Designer/Human Factors Engineering Intern
Perceptual Computing Group
May 2012 - Aug 2012, May 2013 – Aug 2013 | Hillsboro, OR
· Designed application interfaces
· Created prototypes for interaction and function using physical and software tools
· Developed user experience and interaction heuristics
· Created guidelines and usability outlines
· Created flow models for application stages and interaction
· Performed requirements and specification gathering for HCI-Security research
· Created project timeline and deliverables plan for Perceptual Computing application design and development

Indiana University | Web Developer / Instructor
Office of the Vice Provost
for Undergraduate Education
Mar 2008 - Nov 2011 | Bloomington, IN
· Led UX/HCI prototype development team
· Created and designed course curricula and training workflow
· Designed learner-centric course with emphasis on an interactive, hands-on experience
· Trained users in hardware and software use
· Designed and developed departmental websites and applications
· Developed multimedia deliverables (print, web & video)