



Beth Kyle

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EDUCATION

M.S. Human Computer Interaction Design
[Indiana University](#) | [Bloomington, IN](#) | [May 2013](#)
B.A. Mathematics and Music
[Saint Mary-of-the-Woods College](#) | [Saint Mary-of-the-Woods, IN](#) | [May 2000](#)

RECENT PROJECTS

4site Mobile Travel and Trip Disruption Tool
[Cornerstone Information Systems](#) | [2014 - 2017](#)
Travets: A new user experience in the travel industry
[Cornerstone Information Systems](#) | [2009 - 2014](#)
C3 - Scoring Travel Data and Travel Behavior
[Cornerstone Information Systems](#) | [2011 - Present](#)
The Trip that Jill took - Illustrated Corporate Travel Management Process
[Instructional Graphics Design](#) | [Summer 2012](#)
Pregnancy Informatics Design
[Research Methods](#) | [Spring 2012](#)

WORK EXPERIENCE

[Cornerstone Information Systems](#)
[Bloomington, IN](#) | [2001 - 2017](#)

2009-2014

Senior Technical Analyst - Innovation Team

Work closely with Innovation team members to design new products, including a mobile travel application that includes Trip Disruption dashboard. Perform and analyze User Research. Design and maintain company website. Develop marketing materials and product infographics.

2009-2014

Director, Engineering – Platform Interfaces

Manage, design and implement user interface and experience for all Cornerstone applications. Perform Usability studies. Collect and maintain suggestions and requests for new interface. Work closely with product managers to define product features. Assist systems team and engineers in learning and implementing new technology. Assist Project Managers in delivery and implementation.

2007-2009

Director, Product Development – iBank

Organize and facilitate release packages. Write and maintain specifications documentation for all packages. Work closely with the support team to define defects and provide alternative solutions. Assist systems team in managing application speed and continuity. Continue to manage service bureau applications. Manage sales and management team requests and high profile clients.

2005-2007

Data Mgmt Services Development Leader

Organize and facilitate release packages. Write and maintain specifications documentation for all packages. Work closely with the support team to define defects and provide alternative solutions. Assist systems team in managing application speed and continuity. Continue to manage service bureau applications. Manage sales and management team requests and high profile clients.

2004-2005

Technical Analyst

Assist support team in solving issues. Research development issues for defects. Write specifications documentation for enhancements. Test incidents for release packages. Assist in building release packages. Continue to manage service bureau applications. Manage high profile clients.

2001-2004

Support, Training and Implementation Specialist

Create and follow a standard process for implementing Cornerstone applications. Manage large scale implementations for global corporations. Perform training sessions both in person and online. Create product documentation. Travel to clients and potential clients for training and consulting. Assist clients in technical issues with the product via email and on the phone. Install software or guide clients through installations, monitor service bureau applications, troubleshoot issues and assist development.

SKILLS

Management

Product Management
Project Management
Technical Writing
QA Procedures

Methods

Contextual Inquiry
Ethnography
Diary Studies
Personas
Interviews
Focus Groups
Surveys
Information Architecture
Affinity Diagram
Card Sort
Prototyping
Usability Testing
Mind Mapping
Experience Maps
Customer Journey Maps
Sketching
Storyboards
Scenarios
Design Workbooks
Data Analysis

Tools

Illustrator
Photoshop
LightRoom
In Design
HTML
CSS
JustinMind
Trello
LucidChart
MS Visio
MS Project
MS Word
MS Access
MS Excel
iMovie
MS SQL
MS PowerPoint
Wordpress
Salesforce
R
MongoDB
Cloudwatch