



Steven Heitman, MAIA / MAEd

San Francisco, CA USA

Portfolio: <http://www.stevenheitman-ia.com>

Blog: <http://stevenheitmaninformationarchitect.blogspot.com>

Contact: mailto@stevenheitman-ia.com

LinkedIn: <http://www.linkedin.com/in/stevenheitmania>

Sr. User/Design Researcher / Information Architect Specialist User Experience Designer

UPDATES—CONT'D. RÉSUMÉ

Mixpanel

San Francisco, CA
(2018)

Elevate Your Product Leadership Skills

- Participated in workshop
- About leadership skills

Adobe

San Francisco, CA
(2018)

Designing for Behavior Change

- Participated in workshop
- User-centered design
- Design patterns
- Psychology and research

LinkedIn

San Francisco, CA
(2017)

Nailing Product Market Fit

- Participated in workshop
- About what UI means in projects and results
- Strategy and execution of product initiatives

Google Launchpad

San Francisco, CA
(2017)

Building Smart Search Products with Machine

Learning and Deep Learning

- Participated in workshop
- About what it takes to build machine learning
- How YELP is using deep learning to identify photos

An Evening with Eye Tracking:

San Francisco, CA
(2017)

Concepts and Applications

- Participated in workshop
- Tested out devices

Using Qualitative and Quantitative Data to Inform Product Decisions

San Francisco, CA
(2017)

- Participated in workshop
- About making good product decisions

Google Workshop for Design Sprint Process

San Francisco, CA
(2017)

- Participated in workshop—user research methods—IDEO/Stanford's d.school

Harvard University, Harvard i-Lab

Increasing Your Creative Capacity

Allston, MA
(2016)

- <http://i-lab.harvard.edu>
- Reviewed online video



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|--|--|-------------------|
| Stanford University | Human-Computer Interaction (HCI) | Stanford, CA |
| <ul style="list-style-type: none">• Stanford Center for Professional Development• Reviewed online video; cutting edge research | | (2016) |
| City College of San Francisco | Computer/Web Programming | San Francisco, CA |
| <ul style="list-style-type: none">• CNIT 132, HTML5 & CSS3; SEO; coding from scratch; grade: A | | (2012) |
| AcademyX | Computer/Web Programming | San Francisco, CA |
| <ul style="list-style-type: none">• HTML Fundamentals/Advanced Certificates• CSS Fundamentals/Advanced Certificates• HTML5 & CSS3 Certificate• JavaScript for Non-Programmers Certificate• Ajax Fundamentals Certificate• Dreamweaver Fundamentals/Intermediate Certificates | | (2011-2012) |
| NN/g Nielsen Norman Group | Usability Week 2011, Mark Hopkins Hotel | San Francisco, CA |
| <ul style="list-style-type: none">• Information Architecture 1: Structuring, Organizing Web-Based Information• Information Architecture 2: Navigation Design• Usability in Practice: 3-Day Intensive Camp• Fundamental Guidelines for Web Usability• Interaction Design; Mobile User Experience 1 & 2;• Designing Complex Applications & Websites 1, 2 & 3; Intranet Information Architecture 1 & 2• Did seminars and in-person training with Dr. Nielsen, Ph.D., and others at NN/g | | (2011) |