

# Benjamin N. Schwartz

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**Summary** Recent college graduate with an **active security clearance** seeking an **entry level** position relating to **human factors** and **systems engineering** in defense and aerospace projects. **Motivated** self-starter works well individually or in teams, **enthusiastic**, quick learner with a **professional** attitude and strong communication skills. Previous experience in IT support providing strong technical, problem solving, customer service, and documentation capabilities.

**Skills** **Requirements development, standards adherence, usability testing, expert interviews, cognitive engineering, anthropometry, task and error analyses, user training, documentation**

**Education** Tufts University, Medford, MA September 2005-July 2009

Bachelor of Science in **Engineering Psychology** (Human Factors), Major GPA: 3.75, Tufts GPA: 3.05

*Activities:* Treasurer and Webmaster of the Tufts **Human Factors and Ergonomics Society**

Member of the Tufts Mountain Club and Tufts Hockey Club

*Relevant courses:* Man-machine system design, human factors in product design, engineering economics, project study in human-system engineering, industrial/organizational psychology.

*Projects:*

**TUSK Mobile** – Through expert interviews, task analyses, and a usability study, created a prototype and human factors guidelines for a mobile version of the open-source curriculum library and course management system used by health sciences institutions worldwide. Recommendations are currently being implemented in the design and development of this system.

**DMV Queue Design** – Investigated the potential application of various queuing systems to a driver licensing office to increase efficiency and customer satisfaction even while transitioning to meet new federal guidelines. Suggested a queuing model, human factors interventions, and methods of measuring the changes.

**Airport Navigation for Emergency Responders** – Designed, prototyped, and tested an interface to assist emergency response teams in navigating the unfamiliar and confusing territory of an airport, including the tarmac, restricted areas, and passenger areas.

## **Experience**

**Aluttiq** (via D-Tel Communications), Huntsville, AL February 2009-Present

*Dedicated On-Site Support Technician*

- Provide prompt, professional technology support to the AMCOM Command Group
- Ensure adherence to Army/DoD technical and security standards
- Utilize various resources to effectively troubleshoot problems
- Coordinate all parties to ensure issues are properly resolved in appropriate timeframes
- Minimize downtime and inconvenience to ensure customer satisfaction
- Share knowledge with coworkers to reduce duplication of efforts

**Axsun Technologies**, Billerica, MA June 2006-December 2008

*Helpdesk Coordinator*

- Created documentation for end users and support staff for various hardware and software systems
- Prioritized incoming helpdesk tickets based on severity, user seniority, and other criteria

**Radio Disney**, St. Pete, FL and Waltham, MA August 2001-December 2008

*Promotions Team Member*

**Transmedics, Inc.**, Andover, MA June 2007-September 2008

*Desktop Support Specialist*

**Sykes Enterprises**, Tampa, FL January 2004-December 2005

*End User Support Technician and IT Analyst*