

Arun George
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EDUCATION

University of Central Florida

Bachelor of Science - Psychology (Emphasis: Human Factors)

EXPERIENCE

Voice User Experience Consultant @ VoxGen (2015-Present)

Client: Major US retail pharmacy

- Maintained key relationship with the client and became the main contact.
- Helped VoxGen secure a 3-year contract by demonstrating the following (in the past 7 months):
 - Led the delivery team for all deliverables – i.e. recording scripts and prompts, script translations, VUI delivery, grammars.
 - Participated in UX research by being the moderator for all projects; helped with sample dialogs for Wizard of the Oz testing and arranging usability testing sessions.
 - Helped implement VUI changes and designs by working closely with the Lead Designer.
 - Led the day-to-day activities for the client – including rewriting persona, changes in recording scripts or translations, VUI changes, etc.
 - Worked closely with the engineering team to make sure the designs were completed successfully.

Additional Experience

- IVR reviews and evaluations for Fortune 500 and 800 companies.
- Presentations on IVR findings with clients for creating business cases.
- Training in conversational design and best practices with industry's top designers.
- Running usability testing, moderating participants, building prototypes for major brands.

Freelance (2013-2015)

- Worked with various clients while learning the ropes of user-centered design process.

Retro @ University of Central Florida (2011-2012)

(Usability Tester / Research Assistant)

- Provided usability testing and evaluation for over 10 built-in products
- Assisted with research for the Lab by running subjects with over 500 participants
- Helped write *Usability Guidelines* for all in-house programmers and developers to us

LEADERSHIP

Orlando Voice UX

- Started Orlando's very first Voice UX meet-up to promote and share knowledge of voice design.
- Collaborated and coordinated with other meet-ups to run successful sessions.

PUBLICATION

[Designing Voice Experience](#) - UXDesign.cc

- A gentle introduction to voice user experience design.