MAYA SUSSMAN

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EXPERIENCE

Practica, Palo Alto, CA
Co-founder and COO   January – December 2017
Practica is a mobile coaching platform for adult English learners, which began as my master's project at Stanford.
- Co-led full design process (user research, prototyping, UX and visual design) for mobile app and physical card deck
- Managed pilots with 50+ users, including business development, impact measurement and user feedback collection
- Awarded grant from Stanford's *Technology for Equity in Learning Opportunities* initiative to expand partnerships with Bay Area nonprofits, libraries, and employers of English learners

Osmo, Palo Alto, CA
Design Researcher   March – October 2017
Osmo is an educational game company that combines digital and physical play, used in both schools and homes.
- Conducted user research for early-stage product, including defining research questions, recruiting participants, designing protocols, and interviewing over 30 students, teachers, and parents
- Streamlined research processes by creating procedures for playtesting, synthesizing, and communicating findings
- Integrated user-centered design practices into product development by leading cross-team prototyping workshops

Clever, San Francisco, CA
Product Manager / Strategic Partnerships Associate   August 2014 – August 2016
Clever is a Sequoia-backed edtech company, used by over 50% of US schools to manage learning software.
- Led cross-functional team to research, design, and test new product for helping users manage school year rollover
- Managed product team of six engineers, increasing productivity and collaboration by setting quarterly OKRs, refining Agile practices, and implementing teambuilding activities
- Created and maintained company-wide dashboards tracking key user needs and product performance metrics

New Sector Alliance, San Francisco, CA
Resident in Social Enterprise   September 2013 – July 2014
Year-long professional development program for emerging social sector leaders, including training, mentorship, and full-time work at nonprofit host site (Performing Arts Workshop).
- Designed and created interactive digital timeline to showcase host site's 50-year history (still featured on website)
- Developed repeatable planning process for student performance events, including managing budgets and timelines, facilitating board committee, and engaging community stakeholders

EDUCATION

Stanford University Graduate School of Education
M.A., Learning, Design, and Technology   2016 – 2017
Interdisciplinary program in learning sciences, human-centered design, and human-computer interaction.
- Selected to participate in cross-cultural design program with Keio Media Design, including 2-week trip to Japan
- Awarded grant to plan conference and design sprint about socioemotional learning and equity in K-12 education

Stanford University Graduate School of Business
Stanford Ignite: Certificate in Innovation and Entrepreneurship   2017

Tufts University
B.A., *summa cum laude,* International Literary and Visual Studies / Italian Studies   2009 – 2013

SKILLS

- **Design**: Qualitative user research, design thinking, prototyping, visual design (Sketch, Figma, Invision, Balsamiq)
- **Technical**: Introductory classes in C++, JavaScript, SQL; experience with JIRA, Github, Salesforce, Zendesk, Chartio
- **Communication**: Fluent in Spanish, proficient in Italian, contributing writer for EdSurge