

Susanna Zlotnikov

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Teaching and Curriculum Development

Educator with over ten years of teaching experience for in-person, hybrid, and fully remote classrooms

Adjunct Instructor | Fall 2020 - Present

Human-Computer Interaction Institute, School of Computer Science
Carnegie Mellon University, Pittsburgh, PA

- **Service Design ~ 50 students; 12 units**
Fall 2020, Spring 2021, Spring 2022
 - Course delivered with a co-instructor
 - Combination of lecture and studio format
 - Client sponsor participates in the final project: team-based service innovation

Curriculum and Course Content Designer | Dec 2021 - May 2022

Integrated Innovation Institute
Carnegie Mellon University, Pittsburgh, PA

- **Product Design Innovation Certificate; 20 units**
In partnership with iDesign consulting firm, created a certificate consisting of two new course offerings towards the Online Masters Degree offering aimed at supporting iiii's distance education initiative:
 - **49-600 Introduction to Design Innovation**
 - **49-601 Innovation of Services and Experiences**
- Created certificate level course learning outcomes and course learning objectives to support program learning outcomes
- Reviewed existing feeder course content and adapted to fit within distance learning structure
- Developed all course elements: pre-recorded lectures, classroom activities, assignments and rubrics, and online classroom Miro board templates

Adjunct Instructor | Fall 2021 - Present

Integrated Innovation Institute
Carnegie Mellon University, Pittsburgh, PA

- **Introduction to Design Innovation ~ 10 students; 10 units**
Summer 2022, Fall 2022

- Course offers introduction of design practice over key areas including physical product, digital, service, experience, and artificial intelligence
- Distance education format of largely self-guided course content and assignments
- Deliver bi-weekly lecture via zoom
- Students complete discussions, module assignments, and a final project
- **Innovation of Services and Experiences ~ 10 students; 10 units**
Summer 2022, Fall 2022
 - Distance education format of largely self-guided course content and assignments
 - Deliver bi-weekly lecture via zoom
 - Students complete discussions, module assignments, and a final project
- **Special Topics: Experience Innovation ~ 10 students; 6 units**
Fall 2021, Fall 2022
 - Elective within residential graduate program: Masters of Integrated Innovation for Products and Services
 - Introduce frameworks to define experience and methods used in experience design
 - Mixture of lecture, hands-on exercises, and studio format
 - Students carry out a final project using light human-centered design research technique to innovate an existing experience

Corporate Faculty + Course Developer | Fall 2021

Human Centered Interaction Design Masters Program

Harrisburg University of Science and Technology, Harrisburg, PA

- **Service Design ~ 10 students; 3 units**
Fall 2021
 - Introductory-level elective course covering fundamental frameworks and methods used in service design
 - Course combined lecture and studio style classes to offer students hands-on practice of methods
 - Curated and created all course materials, activities, and assignments
 - Delivered weekly lectures via zoom to teach service design concepts and review progress on assignment

Pilates Instructor | 2020 - Present

Pittsburgh, PA

- Teach weekly virtual pilates group mat classes for students of all levels and experience
- Develop custom session packages upon request based on client's movement needs and goals

Guest lecturer and visiting expert | 2015 - Present

- Critique of student work
MHCI Capstone, Human Computer Interaction Institute, Carnegie Mellon University;
Spring 2022
- A case study of effective service design and UX in healthcare
Web and Mobile Design, McNulty College and Graduate School of Liberal Arts, Duquesne University; Fall 2021
- Final project critiques
Service Design; Human Computer Interaction Institute, Carnegie Mellon University;
Fall 2021
- Project critiques
MHCI Capstone Human Computer Interaction Institute, Carnegie Mellon University;
Summer 2021
- Bringing service design into imaging software development
Service Design, Human Computer Interaction Institute, Carnegie Mellon University;
Fall 2019
- Case study of user research in healthcare
Graduate Research Methods for Human Centered Design, School of Design, Carnegie Mellon University; Spring 2019
- Case study of user research in healthcare
Graduate Research Methods for Human Centered Design, School of Design, Carnegie Mellon University; Spring 2018
- Who designers work with in software development
Service Design, Human Computer Interaction Institute, Carnegie Mellon University;
Fall 2016
- Planning your generative design workshop
Undergraduate Research Methods, School of Design, Carnegie Mellon University;
Spring 2016

Graduate Teaching Assistant | Spring 2015

School of Design, College of Fine Arts
Carnegie Mellon University, Pittsburgh, PA

- **Research Methods for Human Centered Design ~ 20 students; 9 units**
Spring 2015
 - Co-created and delivered weekly hands-on classes with fellow TA
 - Provided guidance on research method application for Microsoft-sponsored Graduate Studio project

Language Instructor | 2010 - 2011; 2012 - 2013

Dietrich School of Arts and Sciences
University of Pittsburgh, Pittsburgh, PA

- **Hebrew 1 ~ 20 students; 5 units**
Fall 2010, Fall 2012
 - Prepared exercises to introduce reading and writing the hebrew alphabet
 - Taught basic grammatical patterns and vocabulary
 - Assessed student exercises and assignments
- **Hebrew 2 ~ 20 students; 5 units**
Spring 2011, Spring 2013
 - Created lectures to scaffold reading and writing proficiency reached in Hebrew 1
 - Assessed student exercises and assignments
 - Increased emphasis on speaking Hebrew

Professional Design Experience

Independent Consultant in UX Research and Service Design | 2020 – Present

Pittsburgh, PA

- Provide subject matter expertise to devise project plans at all phases of the design process
- Independently lead user research to understand current state of product user experience and define key opportunities
- Deliver insights to cross-functional stakeholders to help inform product strategy roadmap
- Facilitate workshops with internal enterprise stakeholders to reach team alignment
- Develop UX features and wireframes to support product development

Senior Service Design Researcher | July 2021 – September 2022

University of Pittsburgh, School of Medicine, Department of Critical Care Medicine,
Pittsburgh, PA

- Sole designer within team of PhD researchers, clinicians, data scientists building clinical decision support solutions within NIH-funded research projects for the Clinical Research, Investigation, and Systems Modeling of Acute Illness (CRISMA) Center
- Conduct fieldwork and design research with ICU clinicians at UPMC to create contextually relevant and impactful technology.
- Communicate research strategy, findings, and insights to team internally
- Generate knowledge on service design within the context of healthcare via abstracts and supporting papers

Design Thinking Strategist and Educator (contract) | September 2020 – May 2021

Eaton Corporation, Pittsburgh, PA

- Planned and facilitated virtual design thinking education programs across the organization
- Created educational materials focused on design research and design thinking methodology

UX Design Researcher and Product Manager | 2015 – 2020

UPMC Enterprises, Pittsburgh, PA

- Conducted research to define requirements and provided UX recommendations for UPMC's home-grown tele-ICU solution
- Generated requirements and high-fidelity wireframes for lesion-tracking proof of concept with UPMC's Abdominal Radiology for cancer treatment research trials
- Conducted workflow analysis of UPMC Health Plan's HEDIS abstraction team processes to inform minimum required features and an overall product direction in preparation for Astrata's NLP solution to enter market
- Independently led research and design for first-ever gestational diabetes patient monitoring dashboard co-sponsored by Vivify and Xealth for UPMC Magee-Womens Hospital remote patient monitoring program
- Led user research engagements to support development efforts and product roadmaps across two GE Healthcare imaging softwares
- Delivered insights and recommendations to executive leadership on business goals, user needs, and technical complexity to advocate for user-centered design
- Built relationships with UPMC's clinical stakeholders and leadership across specialties including radiology, pathology, and orthopedic surgery
- Co-developed and taught a 6-month deep dive on patient-centered design for radiology informatics thought leaders

Design Thinking Education Intern | Summer 2014

Capital One Labs, San Francisco, CA

- Facilitated week-long design-thinking deep dives for employees across Capital One
- Guided teams over 2 months to carry out project using design-thinking research methods
- Created curriculum for first-ever senior executive leadership design-thinking seminar

Presentations

Society for Imaging Informatics in Medicine

Annual Meeting; Pittsburgh, PA 2017

- Alberico R., Norman S., Zlotnikov S. Untried and True: Improving Patient Imaging Experience with Qualitative Research Methodology
- Deible C., Gay B., von Reden A., Zlotnikov S., Applying Patient-Centered Design to Healthcare IT

Professional, Civic, and Volunteer Service

Judge; CMU Xhacks Hackathon

Carnegie Mellon University Pittsburgh, PA, 2022

Panelist; “What’s Your Job Type”

Steel City UX Ladies, Pittsburgh, PA, 2022

Panelist; 6th Annual IxDebate

Interaction Design Association, Pittsburgh, 2019

Mentor; FLIGHT (Female leadership, innovation and growth in Health and Technology)

Mentorship program, Pittsburgh, PA, 2019

Conference Speaker, Annual Meeting

Society for Imaging Informatics in Medicine, Pittsburgh, PA, 2017

Hackathon Competitor

Steel City Codefest, Pittsburgh, PA, 2016

Intern; Climb Your Heart Out International Fundraising Campaign

Save a Child’s Heart, Israel, Summer 2011

Communications Intern

OneVoice Movement, Israel, Summer 2011

Volunteer and Participant

Interfaith Encounter Association, Israel, Summer 2011

Public Policy Research Intern

World Affairs Council of Pittsburgh, PA, Spring 2011

Children's Home Volunteer

Save a Child's Heart, Israel, Summer 2010

ESL tutor for Somali refugees

Keep It Real Student Organization, Pittsburgh, PA, Spring 2010

Awards

Winner; 2nd Place, Impact Category, Steel City Codefest 2016

Recipient; Adina Schulman Memorial Fund Grant, Summer 2010

Finalist; National Security Education Program Boren Award, Spring 2010

Finalist; Foreign Language and Area Studies Fellowship, Spring 2010

Recipient; Israel Heritage Room Committee Scholarship, Spring 2009

Languages

Hebrew | Advanced-intermediate; speaking, reading, and writing

Russian | Intermediate; speaking and reading

Arabic | Beginner; speaking, reading and writing

French | Beginner; speaking and reading

Education

Master of Design; Carnegie Mellon University; Pittsburgh, PA 2015

Focus: Communication Planning and Information Design

- Joint program between the School of Design and English Department
- Masters Thesis: Life after Steel; Designing a communication system to engage residents with Pittsburgh's rich industrial history

Bachelor of Arts; University of Pittsburgh, PA 2011

- Major: Political Science
- Minor: Economics
- Global Studies Certificate: Middle Eastern Conflict and Conflict Resolution

Pilates Teaching Certification; Harmony Pilates, Pittsburgh, PA 2019

- 300-hour teacher training course in mat and reformer repertoire

Summer Language Intensive; Rothberg International School, Hebrew University of Jerusalem Israel, Summer 2009

- Course: Modern Standard Arabic
- Course: Palestinian Arabic Dialect