

Janice Serafine Lilien, MS

OBJECTIVE:

A rewarding position where I can effectively apply my skills, experience and passion to the ergonomic improvement of working conditions.

SKILLS:

- Deep understanding of, and strong educative background in human factors/ergonomic science.
- Keen, intuitive and analytic observer of human behavior.
- Patient and personable trainer.
- Strong team player with a capacity to act as liaison with individuals and groups from diverse disciplines.
- Excellent verbal and written communication skills.

PROFESSIONAL EXPERIENCE:

Assessment/Evaluation

- Perform thousands of ergonomic assessments and task analysis across a wide range of work environments including: shipping/receiving, laboratories, industrial and office.
- Develop and implement custom ergonomic solutions for a broad range of ergonomic issues integrating workers' cognitive, social and physical needs.
- Recommend appropriate ergonomic products and services, and instituted periodic follow-ups to insure proper adoption and implementation of environmental and behavioral adjustments.
- Research, test, evaluate and approve new products for inclusion in ergonomics programs.
- Communicate employee workstation and equipment requirements to technical and non-technical staff.

Training

- Strong teaching and training experience with a demonstrated ability for effectively communicating to both management and workers, the benefits of ergonomics for injury prevention and worker efficiency.
- Experienced educating audiences of up to 30 people.
- Trained and educated clientele on features, benefits and correct usage of ergonomically designed products.

Design Implementation

- Contribute ergonomic design recommendations for new offices and remodeling projects.
- Conceive and formulate novel approaches to complex design problems.

Computer Skills:

- Proficient with both Macintosh and Windows operating systems and a wide range of computer and web based applications.

EMPLOYMENT SUMMARY:

Ergonomics

Ergonomic Consultant for:

LAM Research – 11/06 – present , **Ergoworks** - 5/04 - present, **EK Health** - 3/04 - present,
E3 Consulting - 3/04 – 6/07

- Perform ergonomic evaluations and follow-ups for employees in a wide variety of settings.
- Coordinate with managers and employees to insure proper solutions to ergonomic issues.

Performance Based Ergonomics, Oakland, CA 6/03 – 12/06

Ergonomist

- Trained employees of different companies in new keyboarding and mousing techniques to assist in their recovery from repetitive strain injuries.
- Taught ergonomic classes in companies around the bay area in a variety of environments.
 - Goal of class A: to teach office workers to work in a more neutral position to help reduce preventable job injuries.
 - Goal of class B: to teach workers how to reach the outlier keys safely and the fundamentals of keyboard commands to help reduce “mouse” dependency.

Apple Computer, Cupertino, CA – 06/02-12/02

Ergonomist

- Performed in-depth ergonomic evaluations and follow-ups for employees in office settings.
- Consulted with employees experiencing discomfort about proper computer workstation set-up and recommended behavioral modifications.
- Researched, tested and recommended new ergonomic products, for inclusion in Apple's ergonomics program.

Advanced Micro Devices, Sunnyvale, CA – 06/00-08/01

Ergonomic Assistant

- Performed ergonomic assessments and follow-ups on over 1000 employees in a thirteen month period, increasing the total number of evaluations from approx. 60% to 90% from the total employee population of 2500.
- In class sizes of up to 30 employees, trained and educated them in office ergonomics.
- Consulted with employees experiencing discomfort about workstation set-up solutions.
- Saved company more than \$50,000 by recovering and recycling discarded and underused ergonomic products throughout the company.

Soma Ergonomics, Mountain View, CA – 1/99-04/00

Sales Representative

- Educated customers about office, home and automotive ergonomic products.
- Consulted with clients regarding features and benefits of ergonomically designed chairs and customized chair features to their individual needs.

Usability

The UE Group – 10/06 – 3/07

Usability Research Analyst and Ergonomist – Consultant

- Facilitate usability studies for consumer products and interfaces
- Ergonomics of a handheld device - Created and designed models for handheld device use in a medical setting.

Synaptics 1/06- 4/06

Usability Research Analyst

- Conduct research on the usability of consumer products including: remote controls, computer input devices (mice and mice alternatives) and controls for personal stereo systems.
- Participate in brainstorming sessions.
- Create scenario based tests, source and screen test subjects. Perform quantitative and qualitative tests. Perform post-test data analysis and write findings and recommendations.
- Present findings to cross-functional teams both verbally and in written form.

UI Design

Aaron Marcus and Associates - 2-6/05

Designer/Analyst Internship

- Assisted in research and development projects directed at improving the usability of products and interfaces including:
 - Explorative design of a next generation Nokia cell phone.
 - Research and idea-generation for educational on-line game for potential homebuyers.

Teaching

San Jose State University, San Jose, CA – Faculty, Computer Graphics – 03/02-04/02

College of the Redwoods, Eureka, CA – Faculty, Computer Graphics – 09/98-05/99

Humboldt State University, Arcata, CA – Faculty, Graphic Design – 08/96-05/98

Cogswell Polytechnic Institute, Sunnyvale, CA – Faculty, Computer Graphics and Art – 08/95-05/96

Fashion Institute of Technology, New York, NY – Faculty, Graphic Design and Computer Graphics – 08/94-05/95

Design

Freelance Graphic Designer, NY & CA – Independent Contractor – 1992-2004

EDUCATION:

San Jose State University, San Jose, CA – 12/04 – Master of Science in Ergonomics/Human Factors

Rochester Institute of Technology, Rochester, NY – Bachelor of Art in Medical Illustration

PUBLISHED PAPER:

Effect of graphic input device and repetition on wrist posture.

Presented at, and published in the proceedings of, the 2004 annual Human Factor and Ergonomics meeting in New Orleans.

PROFESSIONAL ASSOCIATIONS:

BayChi

Bay Area Ergonomic Roundtable