BRIELLE NICKOLOFF

Voice User Interface (VUI) Designer
Analytic Linguist

Online portfolio:
Brielle-Nickoloff.github.io

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EXPERIENCE

SNAPENGAGE
Oct 2017 - Present

AI Bot Interface Designer
- Redesigned company's chatbot to increase bot's success rate and achieve quantifiable improvement in customer's experience
- Leads research effort to strike a balance between chatbot's value to the company and the user's satisfaction and delight
- Develops context-based qualitative metrics to analyze previous user-chatbot transcripts to improve design of dialogue flow

WITLINGO INC.
May 2017 – Present

Voice User Interface Researcher and Designer
- Designs and conducts home/phone/web survey field studies to guide and launch skill design process
- Builds mockups and flows of dialogue architecture suitable for both client-facing functions and internal engineers
- Analyzes all dimensions of Alexa skills/Google home actions to create rule-based diagnostics for engineering team

TOYS2LIFE LLC.
Dec 2016 – Sept 2017

Dialogue Model Engineer
- Led field research program to collect data about playtesting and product usability
- Solved complex problems rooted in context-free conversational interactions between characters
- Used theories from linguistic discourse analysis to build product's high-level storyboards and turn-taking models

CU NEUROSCIENCE OUTREACH
Aug 2013 – May 2017

K-12 Neuroscience Teacher
- Developed K-12 curriculum by translating neuroscience research into interactive K-12 lessons.
- Represented the university by presenting research, accomplishments at international conference
- Reviewed resumes and conducted interviews for recruitment process
- Adapted and taught neuroscience lessons in Spanish

VOLUNTEER WORK

UBIQUITOUS VOICE SOCIETY MEETUP
Aug 2017 – Present

Lead of Colorado Chapter
- Organizes quarterly meetings for members to advocate for curiosity and collaboration in the field of voice UI/UX
- Facilitates group discussions and leads presentations about the future of voice devices and their place in the world
- Reaches out to sponsors and guest speakers to keep meetup accessible for all and get input from experts in the field

STUDENT-WORKER ALLIANCE PROGRAM
Aug 2013 – May 2014

English Language Tutor
- Developed curriculum of biweekly English classes for native Spanish and Portuguese speakers
- Leveraged linguistic background in semantics, phonology to improve students' speaking, listening, writing skills

EDUCATION

UNIVERSITY OF COLORADO - BOULDER
B.A. Linguistics
B.A. Neuroscience

PROFESSIONAL SKILLS

Proactive, efficient, driven by passion for voice design

Excels while working collaboratively or independantly

Creative, resourceful while solving open-ended problems

Clear, concise writer and presenter.

Results-driven, analytical, strong conceptual thinking skills.

TECHNICAL SKILLS

Theoretical and Applied Discourse Analysis
Language Sound Systems (the physics of speaking)
Morphology and Syntax
Semantic Analysis (prosody, gestures, eye gaze, pragmatics)
Ethnographic Research, Fieldwork, Usability Testing
User Research and Data Analysis
Affective Neuroscience and Psychology
Qualitative/Quantitative Statistical Analysis

LANGUAGES

English (Native Fluency)
Portuguese (Coversational)
Spanish (Conversational)

SOFTWARE and PROGRAMMING

Alexa Skills Kit
Google DialogueFlow
IBM Watson
R
Python
Praat
Statview
HTML
Adobe Illustrator