



## Carol Righi, Director, User Experience

Carol Righi is the Director of User Experience for Perficient's St. Louis Business Unit. Carol has worked in the area of user experience and User-Centered Design for more than 20 years. Carol is widely considered a UCD thought leader, is published extensively, and has presented at numerous professional meetings worldwide. She is co-author of *User-Centered Design Stories: Real-World UCD Case Studies* and *User-Centered Design: An Integrated Approach*.

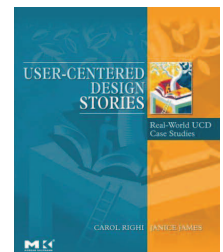


Carol has been both a manager and a practitioner throughout her career. Her skills include interaction design, information architecture, usability engineering, and training. Carol has designed user interfaces for the Web, and for desktop, kiosk, and mainframe applications. She has planned and conducted extensive user research studies. She has served as manager for numerous design and evaluation efforts. She has helped lead the development of the UCD competency in various organizations, including IBM. Carol has also designed and developed many standup and e-learning courses in UCD. She has trained thousands of students.

Carol is a member of the Usability Professional's Association (UPA); SIGCHI (the human-factors special interest group of the Association for Computing Machinery). She serves on the editorial board of the peer-reviewed UPA online journal "Journal of Usability Studies," and is frequently sought out to review journal articles, conference submissions, and other scholarly and professional works. Carol was Usability Co-Chair for CHI 2007.

Carol has worked on projects across the industry for companies such as IBM, Google, Yahoo, Intuit, A. G. Edwards, Mapquest, Met Life, and many others. Past positions have included consultant for IBM's Global Services; Manager of Usability for IBM's Personal Software Products division; Manager of Academic User Services at Teachers College, Columbia University; Guest Lecturer at the Weizmann Institute of Science, Rehovot, Israel; and various other positions in consulting and educational services.

In April 2007, Carol and Perficient colleague Janice James co-authored *User-Centered Design Stories: Real-World UCD Case Studies* — the first User-Centered Design Casebook, with cases covering the key tasks and issues facing UCD practitioners today. Each chapter is based on real-world cases with complex problems, with the reader placed in the role of decision maker.



Carol received her undergraduate degree in psychology in 1981 and her Ph.D. in school/educational psychology in 1988, both from Fordham University in New York City with a concentration in computer applications to education.

**ABOUT PERFICIENT** Perficient is a leading information technology consulting firm serving clients throughout the United States. We deliver business-driven technology solutions that enable our clients to reach new markets and increase revenues, strengthen customer relationships, reduce operating costs, increase productivity and empower their employees. Perficient is world-class talent, delivering world-class technology, on time and on budget.



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## Publications and Presentations

- Righi, C., and James, J. (2007). *User-Centered Design Stories: Real World UCD Case Studies*. San Francisco: Morgan Kaufmann. ISBN-13: 978-0-12-370608-9, ISBN-10: 0-12-370608-4.
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