

# Robert Anascavage

Austin, Texas 78757 • (949) 923-5834 • robert.anascavage@gmail.com  
Robert.Anascavage.com • linkedin.com/in/robert-anascavage-0192815b/

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## SUMMARY

HCI graduate with an extensive IT and cognitive psychology background seeking opportunities in user experience research, business process automation, and information governance.

*Key skills include:*

Business Process Automation | UX Research | Information Governance  
SharePoint | Nintex Forms & Workflows | Office 365 Enterprise | Sketch/XD/Figma

## WORK EXPERIENCE

**The Lower Colorado River Authority**, Austin, Texas

*SharePoint Records Analyst II*, 09/2019-Present

- Designed, optimized, and standardized their SharePoint 2013 environment resulting in the restructuring of 180+ site collections down to 50.
- Implemented automated record retention processes to ensure legal compliance
- Provided SharePoint & Teams training and ongoing user group meetings.

**Tokyo Electron**, Austin, Texas

*Business Systems Analyst Intern*, 08/2017-09/2018

- Oversaw projects with stakeholders to automate business processes using Microsoft SharePoint, InfoPath, Nintex, and PowerApps.
- Conducted usability and user acceptance testing to develop and test accessible forms, workflows, websites, and content management protocols. Applied iterative insights gained into our Agile development cycle.
- Assisted in the migration and upgrade of SharePoint 2013 to 2019 and Online by conducting difficulty assessments of its contents and creating a migration phase plan.
- Assisted in business continuity and disaster recovery planning to ensure JSOX compliance.
- Developed digital dashboards in Power BI to measure and track project performance

**City of Austin**, Austin, Texas

*SharePoint Intern (Capstone Project)*, 01/2019-05/2019

- Conducted an inventory of the City Clerk's Records Management SharePoint collection.
- Using UX research methods, found that two tasks had over a 50% failure rate. The testers had such difficulty locating a document that they gave up. Follow-up research revealed that their CitySpace platform's search engine was not connected to their SharePoint platform resulting in numerous timely calls that can be avoided if fixed.
- Generated three interview and research-based personas and journey map from evaluative usability testing.
- Composed a content management plan, identifying methods improving findability of documents and pages within the SharePoint platform.

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### WORK EXPERIENCE (Continued)

#### **Syracuse University**, Syracuse, New York

*Undergraduate Research Assistant*, 10/2016-05/2017

- Developed HTML/JavaScript-based cognitive tests for the Inquisit platform.
- Created surveys for REDCap and Qualtrics.

#### **Sage Software**, Irvine, California

*Software Support Specialist II*, 08/2012-08/2015

- Configured and troubleshoot software related issues for Sage 100 ERP, Crystal Reports, and SQL Server.
- Performed ERP software installations.
- Conducted QA testing with users to be implemented in the next SDLC.

#### **Accelerated Payment Technologies (now OpenEdge)**, Henderson, Nevada

*Software Support Specialist II*, 03/2007-08/2012

- Worked with end users to troubleshoot hardware and software related issues and ensure PCI-DSS compliance.
- Assisted in the successful testing and implementation of newly integrated partner products.
- Oversaw the beta testing and technical documentation for a new dental software integration that resulted in projected addition of 4,000 new accounts over the next 2 years.

### EDUCATION

- **Master of Science: Information Studies; Human-Computer Interaction, 2019**  
The University of Texas at Austin - Austin, Texas.
- **Bachelor of Arts: Psychology, 2017**  
Syracuse University - Syracuse, New York.

### ADDITIONAL SKILLS

#### **Methodologies**

UI Design | Rapid Prototyping | Human Factors | Wireframing | Generative Research  
Evaluative Research | Interviewing | A/B Testing | Card Sorting | Credit Card Processing  
Point of Sale Systems | Persona Generation | Technical Support | Records Management  
Information Architecture | User Acceptance Training | Agile | Scrum | Kanban

#### **Software**

Adobe Creative Cloud | Microsoft Office 365 | PowerApps | Power Automate | Power BI  
InfoPath | Tableau | Qlik | SPSS | InVision | Piktochart | Sage 100 ERP | MS SQL Server