

HANNAH MITCHELL

Cognitive Ergonomics | Industrial Human Factors | Process Improvement
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Ergonomics and human factors specialist with 12+ years of experience reducing error, improving safety, and redesigning operational processes by addressing the cognitive and physical demands placed on workers. I am uniquely trained at the intersection of cognitive science and Lean methodology, so where most process engineers see workflow problems, I also diagnose the human factors underneath them.

AREAS OF EXPERTISE

- ▶ Cognitive Ergonomics
- ▶ Task Analysis & Cognitive Load Assessment
- ▶ Root Cause Analysis
- ▶ Lean Six Sigma Green Belt
- ▶ Kaizen
- ▶ Process Mapping & Analysis
- ▶ 5S & Kanban Implementation
- ▶ Observational Research
- ▶ Standard & Instruction Design
- ▶ Usability Testing
- ▶ Requirements Verification

PROFESSIONAL EXPERIENCE

Temporary Assembly Helper | **Randstad, Proampac** | Exton, PA

March 2026 – Present

- ▶ Support assembly line production through product packing, kitting, and material movement.

Temporary Product Inspector | **Randstad, Safe Circuits** | West Chester, PA

Jan 2026 – February 2026

- ▶ Performed quality inspections of breaker circuits for customer requirement compliance

Seasonal Stockroom Associate | **Kohl's** | Exton, PA

December 2025

- ▶ Maintained inventory levels on display floor through optimized pick path

Senior Experience Strategist | **Vanguard Group** | Malvern, PA

Jan 2023 – Aug 2025

- ▶ Applied cognitive ergonomics and heuristic analysis to identify and resolve error-prone steps and inefficiencies across digital processes.
- ▶ Managed and coordinated multi-team project support according to negotiated timelines and requirements.
- ▶ Supervised and executed operator research initiatives to inform process improvement recommendations

Senior Product and Experience Designer | **Exyn Technologies** | Philadelphia, PA

Sep 2021 – Aug 2022

- ▶ Applied task analysis and quantitative cognitive load frameworks to evaluate operator processes and identify failure modes before they resulted in safety incidents.
- ▶ Led ground-up redesign of autonomous drone piloting software used in underground mining operations.
- ▶ Consulted on the design of operator research surveys
- ▶ Moderated design review focus groups

Experience Designer and IT for Manufacturing | **Bosch Rexroth Corporation** | Bethlehem, PA

Jan 2016 – Jul 2021

- ▶ Designed augmented reality instruction system that replaced paper-based procedures with AR overlays resulting in 80% reduction in assembly line training time from 14 to 2 days.
- ▶ Standardized warehouse material picking operations by applying DMAIC techniques to implementation of Industry 4.0 web application. Reduced delivery times from 8 to 3 days and training times from 10 to 2 days.
- ▶ Performed process control through data analysis, SQL query customization, and report generation
- ▶ Partnered with manufacturing engineers and frontline workers to map current-state processes, identify ergonomic risk factors, and redesign workstations and workflows to reduce physical and cognitive strain.
- ▶ Headed cross-functional improvement projects combining Lean Six Sigma methodology with human factors analysis in order to address both process design and the human behavior patterns that cause errors to recur.

Jr. Human Systems Integration Specialist | **RED-INC, LLC** | Lexington Park, MD

Oct 2013 – Oct 2015

- ▶ Led structured comparative cognitive load assessment on F-18 mission scenarios for the U.S. Navy
- ▶ Conducted usability and requirements testing of mission debriefing software for pilots and maintainers
- ▶ Evaluated operator safety and usability of RQ-21A warnings, cautions, and advisory messages

CERTIFICATIONS & EDUCATION

Certifications

- ▶ Lean Six Sigma Green Belt; MSI (Feb 2026)
- ▶ OSHA 30 Hour Training
- ▶ Kanban Implementation Specialist
- ▶ 5S Concepts Certified

Education

- ▶ B.A., Cognitive Science (Computer Science Minor) — Lehigh University, 2013
Interdisciplinary study of AI, psychology, neuroscience, anthropology, and cognitive decision-making

Open to contract, direct hire, or temp-to-perm | Available Immediately