Jane Doe

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UX Designer & Researcher

Frederick, MD | janedoe.com

UX Design-certified professional seeking a UX Research opportunity to utilize skills in quantitative and qualitative user research, product development research, information architecture, visual, interaction and service design to elevate user satisfaction and push the boundaries of what software can do to make an impact on users. Fast learner and educated in programming languages (HTML5, CSS & PHP, SQL). Experienced in using empathy to guide decisions and in team collaboration and effective communication. Curious, self-motivated, creative and efficient in proposing solutions to complex, time critical problems.

RESEARCH METHODS

Qualitative Research (Generative, Iterative/Evaluative), Interviews, Usability Testing, Accessibility Reviews, Competitive Analysis, Remote Research, Descriptive Statistics, Heuristic Evaluation, Prototype Generation and Evaluation, Field Research and Observation, Research through Design.

SKILLS & TOOLS

Axure, Balsamic, Mural, CSS & HTML5, Optimal Workshop, Treejack, Photoshop, InDesign, Adobe XD, Teams, Slack. Human-Centered Study Design and Recruitment Methods, information Architecture Audits and Site Mapping, Personas, User Journey Mapping, Service Blueprint, Wireframing, Contextual Inquiry, Storytelling, Prototyping (paper and high fidelity), Responsive Design. Fluent in Spanish.

CERTIFICATIONS

User Experience (UX) Design | University of Baltimore, Baltimore, MD | *December 2020*

WORK EXPERIENCE

UX Researcher | Tech Fleet Community DAO, Remote | *August 2022 – Present*

- Work in an Agile environment designing and conducting exploratory and evaluative UX research to create an informational website for Tech Fleet's cryptocurrency Kadet Wallet.
- Demonstrate proficiency with regards to stakeholder interviews, marketing analysis, usability testing, information architecture testing, user stories, persona edits, and user task flows in order to support Kadet Wallet website project.
- Deliver UX artifacts to communicate current state, user needs and the vision of the future state for the website.

UX Researcher (Graduate) | University of Baltimore, Baltimore, MD | *January 2020 – Present*

- Design and conduct end-to-end research studies under faculty supervision for non-profit, for-profit, and state agency clients.
- Manage site content, accessibility, and usability audits, including tree testing and competitive analysis for a public university website.
- Conduct qualitative and quantitative research studies aiming at facilitating access to information and services for limited-English-proficiency Spanish speakers living in the US.
- Oversee usability studies and survey analysis to capture the voter user experience while applying to vote absentee in Maryland.
- Conduct field studies to investigate how patients and health care professionals interact with health records. Used adaptive interviews and contextual inquiry to develop personas, task flows, journey maps for in depth understanding of the users.
- Create research-related tasks in the research project lifecycle: designed test plans, wrote screeners, recruited, and scheduled users, moderated, created video clip highlights, wrote top-line results, statistically analyzed research findings (descriptive and inferential analysis), and effectively presented and shared results.

English Learner (EL) Assessment Specialist | Frederick County Public Schools, Frederick, MD | *January 2020 – Present*
- Conducted contextual inquiry and product research and presented workflow solution to automating manual interpreter scheduling process to stakeholders.
- Administered language dominance (LD) assessments to bilingual students by adhering to strict testing guidelines while making users feel at ease during testing.
- Collected binary data to generate LD reports and determine student LD for stakeholders.
- Innovated a method to determine students' dominant language when assessments are not available for their native language by analyzing data collected through user interviews with parents and educators and by performing educational background research.
- Ensured test security and protected students' and contractors' personal information by adhering to regulatory procedures.

Spanish Teacher | The Banner School, Frederick, MD | *September 2018 - December 2019*
- Improved the experience of students who dislike learning Spanish by listening to their feedback and researching and implementing storytelling teaching methods. This resulted in improved behavior and engagement from students and higher academic performance.
- Created and delivered curriculum and classroom information presentations to stakeholders in a clear, easy to understand manner.
- Communicated effectively with parents and school team members.
- Maintained student records, teaching materials, student work, grades, and communication records securely, organized and easily accessible.

VOLUNTEER EXPERIENCE

Marketing and Communications Committee | Literacy Council of Frederick, Frederick, MD |*October 2020 – Present*
- Collaborate with other members of the committee to discuss marketing strategies for the Literacy Council.
- Design posters, displays and cards to promote the council and receive/give feedback on designs from/to other team members.
- Identify issues and propose solutions to increase Literacy Council's social media presence.

UX Researcher | Acres4Change, Frederick, MD | *June 2021 – October 2021*
- Recruited UX designers and managed UX project from start to finish.
- Conducted customer discovery interviews to understand potential partners and fellows needs to aid in program development.
- Performed a heuristic evaluation of BICOP farmer population to better understand potential partner and fellows needs.

EDUCATION

Master of Science, Interaction Design & Information Architecture | University of Baltimore, Baltimore, MD | *December 2022*
Master of Arts, Teaching |Augusta State University, Augusta, GA | *December 2017*
Bachelor of Science, Textile Engineering | Universidad Pontificia Bolivariana Medellín, Colombia | *December 2010*