JASON CARTWRIGHT

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Objective	I am an experienced user experience researcher seeking an opportunity to make a positive impact in the right company through a use of a versatile skill set and a creative problem-solving mentality.

Professional Experience

Skills	• Ability to build interpersonal relationships to foster collaboration • Performs effectively in a deadline environment • Attentive to details in regulations and client specifics • HTML, CSS, Javascript, Node.js, Firebase • Design, author and moderate usability tests • Daily usage of UX tools: Google Analytics, InVision, Optimizely, BrowserStack • Familiarity with several operating systems: Windows, Mac OSX, and Linux, AS400 • Usability Platforms: usertesting.com, userzoom.com, VC Sparq, Usabilla
SMUD Sacramento, CA Digital & User Experience Department UX Specialist July 2016-Present	Optimize the digital experience on SMUD's web pages. Acts as a subject matter expert for UX tools and customer feedback. Audit and document current task flows and technical documentation library. Acted as a liaison for optimization requests to other work groups. • Full stack UX Research testing for website improvements • Designed wireframes and prototypes for optimized web experience • Research and report on new trends in user experience and user interface • In person engagement with users regarding their interaction with SMUD • Analyzed customer feedback touchpoints from a variety of sources • Utilized Google Analytics to analyze customer metrics in real time • Tracking of UX metrics and monitoring of changes to those metrics • Optimize technical documentation library of digital flows and experiences • Act as a subject matter expert, document UX requirements, and enter optimization changes work requests for company-wide projects.
SMUD/AppleOne Sacramento, CA Market Research Department Associate July 2015-July 2016	Designed and conducted usability testing in both moderated and unmoderated interviews to understand and improve customer experience with SMUD's website. Analyzed findings for both qualitative and quantitative results. • Compiled actionable profile data and presented findings. • Conducted online UX research on all sections of SMUD's website. • Met with and interviewed SMUD commercial customers regarding their energy usage and needs. Documented the results and provided reports on the findings. Competitive analysis of commercial sites. • Utilized several data collection methods such as polls, surveys, card sort, tree tests, click tests, and focus groups to gain an understanding of customer needs. • Delivered PowerPoint presentations on research findings to all levels of employees.
CartwrightDownes, Inc Des Plaines, IL Quality Control Manager/ Account Manager Oct 2007-July 2015	Formulated, documented and maintained quality control standards and ongoing quality control objectives Identified new customer segments and strategically planned products to address individual client needs. • Led a team of 4-6 employees performing quality control checks on backgrounds for unescorted entrance to Nuclear Power Plants
Education Trinity International University	• Bachelor's Degree in Business • GPA: 3.75, Magna Cum Laude • Concentration: Economics
UC Davis Coding Bootcamp	• Learned HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, Bookshelf.js, MongoDB, MySQL, Command Line, Git and Java • Completed real-world projects utilizing all above technologies
Certifications	• Nielsen Norman Group UX Certification: UX Research Specialization • Google Analytics Individual Qualification (IQ)

References provided upon request