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Results-driven User Experience Researcher (UX-Researcher) with over 8 years' experience defining user requirements, identifying opportunities for improvement, and developing solutions that create exceptional experiences for customers. Highly skilled at conducting user interviews, product surveys, usability testing, competitive analysis, A/B testing, UX Design and publishing research results. Expertise in synthesizing varied data to develop actionable insights that improve the user experience. Passionate about using research methods to help organizations develop high-quality products and services as well as improve end-user experiences.

OBJECTIVE

In search of a **User Experience Researcher** position where I can apply my UX Research / UX Design skills, Quantitative and Qualitative Research experiences in combination with excellent team skills to solve complex problems whilst adding value to the company's brand.

• EXPERIENCE SUMMARY

• Emmanuel Consultancy Services (ECS) – UX Researcher; January 2013 – January 2023

- Responsible for running end-to-end UX research projects involving human factors, delivering high-quality research studies that help grow the business by assuring the quality of the user experience, using surveys, data analysis, and reporting.
- Using data analysis tools, SPSS, R, and Qualtrics to conduct longer-term, strategic UX research to inform the design of new features and products, including usability testing, contextual inquiry, remote moderated interviews, and field observation
- Analyzing qualitative and quantitative data from multiple sources including interviews and observations to identify opportunities for improvement in product experience and functionality
- Collaborating with cross-functional teams to ensure that UX improvements and insights are incorporated into projects

Computer Sciences Corporation; El Segundo, CA

Associate Consultant and UX Researcher; December 2007 - August 2012

- Utilized both quantitative and qualitative research strategies to facilitate data collection and analysis leading to 10% shorter project lifecycles.
- Collaborated with product management and development teams to produce informed design suggestions and generated 99.2% user-satisfaction scores.
- Conducted almost 300 one-on-one interviews to gauge user-satisfaction
- Used understanding and empathy for our target customer by designing and observing user studies and translating research findings into insights to help grow brand's customer base by 30%
- Farmers Insurance Group; UX Researcher - Feb. 2008 - Feb. 2009**
 - Collaborated with UX team management to create personas, scenarios, user journeys, story maps, and user flows for the Insurance Architecture Application which resulted in a 7% reduction in bugs and 16% boost in insurance sales.
 - Presented recommendations and solutions to clients that met both user and the business' expectations.

EDUCATION

▪ Ph.D. in Technology and Innovation Management

- October 2017 – December 2022
- Northcentral University, San Diego, CA, USA
- GPA: **3.83/4.0**

▪ Bachelor of Computer Science - August 2001 – March 2005

Technical University of Ilmenau, Germany; GPA: **3.7 / 4.0**

▪ Master of Business Administration – Finance; September 2007 – December 2008

Colorado Technical University, Colorado, USA; GPA: **3.76 / 4.0**

▪ Bachelor of Science in Software Engineering (Hons); July 2003 - September 2007

Colorado Technical University; Colorado, USA; GPA: **3.8/4.0**

▪ PERSONAL and VOLUNTEER PROJECTS

- Developed a simple Block-chain Application using Python and HTTP protocols
- Developed a website for the Amedzofe Tourism Center using HTML which increased traffic from 10 to 100 searches per day and increased profits for the business by over 1000%
- ENABLING TECHNOLOGIES / SKILLSET**
- Developer Tools:** Python IDE, Visual Studio, DBSchema, Django, HTML5 Builder, GitHub, Data Studio, Bootstrap, Collaborator, Eclipse, AWS Cloud 9, Ribbon, Maze, User Interviews, Userzoom, Userlytics, Wireframes, Balsamiq, Solidify,
- Programming Languages:** Java; C++; Python 3.6; R; data structures, Numpy, R, HTML5, XML, Java Scripts, UML
- Methodologies:** Software Development Lifecycle, Object-Oriented Design, Agile Development, Amazon Web Services
- Operating Systems used:** Windows 11; iOS; Android; macOS; UNIX
- Soft Skills:** Critical and analytical thinking; active learning; creativity and originality; resilience and adaptability; reliability and self-discipline; reasoning and problem solving; team skills

- Technologies Experienced:** Chat GPT-4; SPSS; Blockchain; Smart Contract, Statistica; FTP; TCP/IP; Cybersecurity; Visual Website Optimizer, Optimizely, Invision, FileSquare, UXtweak, Deep Learning; Zoom, Google Docs, Dovetail, Evernote, Reduct, Rev, Google Analytics, Typeform, Usabilla, Hotjar, UsabilityHub, Moqups, AdobeXD, Figma, Stripe, Heap,

MANNY AMEH - Results-driven UX Researcher

- **INTERESTS:** Video games; problem-solving; coding; AI; metaverse; blockchain; algorithms; smart contract, medical implants.
 - **Media Handles:**
LinkedIn: <https://www.linkedin.com/in/emmanuelesemameh/>
Facebook: <https://www.facebook.com/eameh>
GitHub: <https://github.com/Pythagorasa1>
ProQuest: <https://www.proquest.com/docview/2778651485/>
 - **CERTIFICATIONS**
 - Coursera Deep Learning Certificate -- July 2019
 - Amazon Certified Cloud Professional -- March 2023
 - Blockchain Basics --- March 2023
 - Google UX Design Certificate -- March 2023
 - **PUBLICATIONS**
 - Factor Analysis of Implantable Medical Devices for Efficient Healthcare Management in the United States. [Doctoral Dissertation, December 2022; <https://www.proquest.com/docview/2778651485/>]
 - Structural Equation Modeling of factors affecting implant use in the United States (March 2023)
 - *Breakthrough Mathematics and Science for Junior High Schools* – January 1997
 - **ACHIEVEMENTS**
 - U.S. National Deans List - 2006 - 2007
 - 2011 Best Student Mentor Award - Colorado Technical University (Computer Science Faculty Award)
 - Motivational Speaker at World Business Forum - Radio City Hall, New York, NY - October 2012
 - Member of the International Golden Key Society for high academic achievement at the PhD level
 - Dissertation of the Year Award Nominee 2022 - Northcentral University, San Diego, CA
 - **LANGUAGES**
English (excellent); French (proficient); German (proficient); Greek (spoken); Spanish (basic)
 - **REFERENCES**
 - Prof. Dr. David Hildebrandt
Northcentral University, San Diego, CA; dhildebrandt@nu.edu
 - Prof. Dr. Frank Appunn
Northcentral University, San Diego, CA; fappunn@nu.edu
 - Prof. Dr. Will Tribbey; wtribbey@ncu.edu
Northcentral University, San Diego, CA; wtribbey@nu.edu