

Naomi Johnson

Empathy-driven UX Researcher with 4+ years of experience
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WORK EXPERIENCE

UX Researcher 2, GitHub

Apr 2022 - Present

- Identified Dependabot's key user groups and user journeys by running 25 interviews & analyzing data. Findings validated decisions to [increase visibility of alerts](#) and [pause PRs for inactivity](#) as well as ongoing efforts to reduce noise and increase relevance of alerts.
- Led usability studies for push protection, resulting in the decision to clarify error messages before the product release to OSS and an increase in revenue from enterprise customers.
- Facilitated customer panel for managers; resulted in increased attendance from managers and individual contributors at UX research office hours in order to get more customer feedback.

UX Researcher, Groupon

Jan 2021 - Apr 2022

- Designed and ran moderated usability test; findings resulted in decision to rollout [new UX](#) focused on local experiences, along with a [51% increase in local units sold in North America](#).
- Automated process of graphing and charting 700+ responses on search & ranking UX
- Mentored a summer intern during weekly one-on-one meetings; resulted in intern improving speed & quality of work, receiving a return offer, and returning after graduation!

Software Engineer, Microsoft

May 2020 - Jan 2021

- Designed a quantitative survey about mentoring needs; analyzed data leading to 10 actionable tasks to improve the UX around search fields in the mentor database leading to first-time users' fatal errors decreasing to zero.

EDUCATION

University of Washington, Masters of Science

Sep 2021 - Jun 2024

- Human-Centered Design Engineering (part-time); GPA 3.92
- Relevant courses: Accessibility and Inclusive Design, UX Theory, Qualitative UXR Methods

University of Virginia, Bachelor of Arts

Aug 2018 - May 2020

- Computer Science and Japanese, double major. GPA: 3.44
- RA with six publications ([Google Scholar](#)) and TA for Human Computer Interaction ([CS 3205](#))
- Completed internships at Adobe (2019), Microsoft (2018), and Stanford University (2017)

VOLUNTEER

Mentor, Rewriting the Code

Jan 2022 - Present

- Gave job hunting advice to students, reviewed resumes, and mentored undergraduate students

Community Relations Officer, Graduate Student Association

Apr 2022 - April 2023

- Build relationships between GSA and industry professionals, coordinated marketing for events

SKILLS

- UX Research:** usability testing, user interviews, concept testing, foundational research
- Software:** UserTesting, Qualtrics, SurveyMonkey, Camtasia, Decipher, Figma, Canva, Airtable
- Programming Languages:** Python, C++, HTML/CSS
- Natural Languages:** native English, fluent Japanese, elementary German