

Naomi Johnson

UX Researcher with mixed-methods & software engineering experience
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EXPERIENCE

Microsoft, Full Time Employee (FTE)

May 2020 – Present

- Adding multi-stage review features to M365 Records Management
- Designed and ran quantitative surveys and usability tests; recruited participants and coordinated details; analyzed data leading to 10 actionable tasks to improve search UX. Implementation resulted in first-time users' fatal errors decreasing from 33% to zero percent during the 2020 Hackathon

Adobe, Research Intern

Jan 2019 – Apr 2019

- Wrote algorithm to suggest graph type, generate updated graph, and explore data by determining relationships between a graph and a new dataset, resulting in a new feature for [Data Illustrator](#)

Microsoft, Intern

May 2018 – Aug 2018

- Created paper prototypes; recruited participants and coordinated schedules; interviewed 10 users to gather requirements, ran usability tests for an AI pipeline. Product resulted in savings of 120 engineering hours per year

Stanford University, Research Intern

Jun 2017 – Aug 2017

- Ran card sorting study and a usability study resulting in 20 actionable tasks to simplify the menu of the novice web developer tool
- Desk research to inform design of usability study; data collection for usability testing of web designer tool; technical writing for the research paper published at CHI ([2018](#)) and with Springer ([2020](#))

Brigham Young University, Research Intern

Nov 2016 – Aug 2018

- Recruited participants; designed an unmoderated scalable study; coordinated compensation and study details; analyzed quantitative data from A/B/C testing to determine if data and/or video made users more efficient annotators; published results at UbiComp ([2018](#)) and with Springer ([2019](#))
- Recruited participants and coordinated all study details; designed and ran quantitative study about students' experience in the Computer Science department, published research at FIE ([2019](#), [2019](#))

EDUCATION

University of Washington, UI/UX Certificate

Jan 2021 – Jun 2021

- Courses: UX Design Thinking, Applied UX Design, Integrating UX with Interactive Visual Design

University of Virginia, Bachelor's degree

Aug 2018 – May 2020

- Bachelor's degree, double major: computer science and Japanese
- Teaching Assistant for Human Computer Interaction (CS 3205)

SKILLS

- **UX Research:** usability testing, field studies, user observations, card sorting, wireframing, clickable prototyping, mixed methods, statistics, personas, data analysis, storyboarding
- **Product Management:** Agile method, negotiation, adaptability, risk & conflict management
- **Languages:** C++, C#, Python, R, HTML/CSS, Java

AWARDS

Adobe Research's Women in Technology

- \$10k scholarship for undergraduate researchers ([2018](#))

Research grant from Office of Research for Creative Activities

- \$1.5k grant to study the retention of minorities in computer science; published at FIE ([2019](#), [2019](#))