

Naomi Johnson

Empathy-driven UX Researcher with 2+ years of experience
Passionate about stakeholder collaboration and creating impact with research results
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SKILLS

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

WORK EXPERIENCE

Microsoft, UX Researcher 2

Apr 2022 – Present

- Sole UX Researcher responsible for GitHub's security products (Dependabot, code scanning, secret scanning, security overview, advisory database, dependency graph, package security)

Groupon, UX Researcher

Jan 2021 – Apr 2022

- Analyzed data and presented findings on 700+ unmoderated interviews about search & ranking algorithms using Python; findings were used to confirm and tweak planned major [CX update](#)
- Designed and ran moderated usability test on search & browse; findings resulted in A/B tests on the placement of filters and guided the re-design of homepage navigation for the same update
- Designed and ran unmoderated usability test on comparing the booking experience on Groupon and a competitor; identified gaps between our current product and what customers want
- Guided and mentored a summer intern during weekly one-on-one meetings

Microsoft, Software Engineer

May 2020 – Jan 2021

- Designed & ran usability tests on search UX for an internal database; presented findings
- Designed a quantitative survey about mentoring needs to understand users' networking methods; analyzed data leading to 10 actionable tasks to improve search UX. Resulted in first-time users' fatal errors decreasing from 33% to zero percent

EDUCATION

University of Washington, Masters of Science

Sep 2021 – Jun 2024*

- Human-Centered Design Engineering program; GPA 3.92
- Part time student taking in-person classes at night
- Relevant courses: Accessibility and Inclusive Design, Usability Studies, User-Centered Design

University of Virginia, Bachelor of Arts

Aug 2018 – May 2020

- Computer Science and Japanese, double major. GPA: 3.44
- Teaching Assistant for Human Computer Interaction (CS 3205)
- Completed internships at Adobe (2019), Microsoft (2018), and Stanford University (2017)
- Awarded Adobe's \$10k scholarship for women in tech ([2018](#))
- Six publications: CHI ([2018](#)), UbiComp ([2018](#)), FIE ([2019](#), [2019](#)), and Springer ([2019](#), [2020](#))

VOLUNTEER

Graduate Student Associate (GSA), Community Relations Officer

Apr 2022 – Present

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

Rewriting the Code, Mentor

Jan 2022 – Present

- Gave job hunting advice to students, reviewed resumes, and mentored undergraduate students
- Answered Q&A about UX Research, transitioning to the field as software engineer, grad school