

QUINCY NAUERT

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EDUCATION

Master of Science in Applied Cognition and Neuroscience (4.0 GPA)

Concentration in Human-Computer Interaction
University of Texas at Dallas, Richardson, TX

Bachelor of Arts in Psychology; Minor in Biology (3.8 GPA)

Pre-Medical Course Track
University of Arkansas, Fayetteville, AR

EXPERIENCE

SALES AND SERVICE SPECIALIST / Firestone Complete Auto Care, Allen, TX

June 2022 – Present

- Lead front-of-shop operations by handling customer interactions, maintaining an organized inventory system, and placing outside part orders
- Communications liaison between front-of-shop specialists and back-of-shop technicians, providing hands-on support by working on vehicles and supervising employees to ensure efficient workflow
- Analyze variable data and utilize Firestone SQL to optimize store operations and track key performance indicators
- Contributed to over \$2 million in total shop sales during 2023, a 52% increase from the previous year

RESEARCH AND DESIGN INTERN / Dallas Card Show, Allen, TX

May 2023 – September 2023

- Updated, maintained, and led the redesign and migration of the Dallas Card Show website using WordPress and IONOS to ensure a seamless and user-friendly online experience
- Analyzed real-time user data on website interactions to set KPI benchmarks to guide next steps for interface development and customer experience improvement
- Collected evaluative and anecdotal data on in-shop customer interactions, and vendor-attendee interactions during card shows to inform future marketing plans

SENIOR RESIDENT ASSISTANT / University of Arkansas Housing Department

August 2019 – May 2022

- Oversaw, trained, and mentored a team of 20 resident assistants across five campus buildings, responsible for approximately 1000 residents during the 2021-22 academic year
- Performed on-call duty and crisis responses to ensure a safe living environment for residents
- Fostered a sense of community within the residence halls, organizing weekly engaging events and programs

RELEVANT COURSES & PROJECTS

USABILITY ENGINEERING PROJECT MANAGER / University of Texas at Dallas

June 2023 – August 2023

- Collaborated with electrical engineering students to create a marketable and usable hoverboard-drone designed to teach young students about programming and engineering in today's modern technological landscape
- Spearheaded the creation of a comprehensive website landing page and formulated a user test plan with reliable key performance indicators for quantitative user-research
- Managed and presented a holistic set of deliverables tailored to prospective clients at the annual Best of Texas Robotics Convention

HUMAN-COMPUTER INTERACTION PROJECT / University of Texas at Dallas

January 2023 – May 2023

- Sole management and execution of a semester-long project that encompassed the entire UX design lifecycle
- Successfully executed all stages of the project, including design, design analysis, user testing, and presentation of deliverables through a redesign of a popular website's online interface

SKILLS & CERTIFICATIONS

CS50 Certificate

Intro to Computer Science
Harvard University – edX, Online

Google UX Design Certificate

Foundations of User Experience (UX) Design
Coursera, Online

TECHNICAL

HTML | CSS | JavaScript | C | Python | R | Matlab | SPSS

CREATIVE

Figma | Adobe Photoshop | Canva | Adobe Illustrator | Adobe XD