Benjamin Greenberg

UX Designer & Researcher

Experience

User Experience Research and Design Intern / City of Ann Arbor

Ann Arbor, MI / May 2022 - Jul 2022

- Designed a high-fidelity prototype in Figma for an online Engagement Hub to increase and diversify citizen engagement, optimize access and participation in city events, project, volunteering and decision making
- Conducted research (surveys, interviews, analytics analysis, competitor analysis, user testing) to gain an understanding of how residents use and would like to use digital products to engage with the city

UX Designer and Researcher / Cromaine District Library

Hartland MI / UMSI Design Clinic / Jan 2022 - Apr 2022

- Created a high-fidelity prototype of the most important and used pages in desktop and mobile form in Figma to enhance UX and site accessibility
- Analyzed website's analytics, information architecture; performed survey, interview, competitor analysis and heuristic analysis
- Focused digital design work on enhancing the library's branding and update style guide to improve accessibility

Customer Help Desk Technician / University of Michigan Information Technology Services

Ann Arbor, MI / Feb 2021 - Present

- Troubleshoot issues by viewing IT interaction challenges from users' point of view and communicating with accessible language
- Collaborate with team members and other service support groups to resolve complex issues
- Utilize creative problem solving to propose improvements to new employee training and evaluation processes

Project Management Intern / University of Michigan Information Technology Services

Ann Arbor, MI / May 2020 - Aug 2020

- Used Agile methodologies to assist in project management of myriad University-wide ITS projects
- Pitched and created a redesign of the website for U of M Counseling and Psychological Services to enhance student access to mental health services

Project

UX Consultant / Client: Bosch Rexroth

Ann Arbor, MI / Jan 2022 - Apr 2022

- Conducted, on a team of three peers, a useability analysis of an internal tool used by Bosch Sales associates, using an interaction map, interviews, surveys, heuristic evaluation, and usability test
- Gained an understanding of employee workflows & made improvement suggestions for internal sales tool based on user feedback

Contact

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Education

University of Michigan

Ann Arbor, MI, Expected May 2023

Masters of Science in Information

Specialization in User Experience Design and Research

University of Michigan

Ann Arbor, MI, May 2020

Batchelor of Arts in Psychology

Minor in Entrepreneurship

Skills

Design

Agile Development
Atomic Design
Design System
Design Thinking
Empathy Mapping
Flow Charts
Journey Mapping
Mockups
Wireframes
Personas
Project Management
Prototypes
User Stories
UX Research
User Interface Design

Tools

Adobe XD
Figma
Illustrator
Jira
Photoshop
Premiere Pro

Languages

CSS
Git
HTML
JavaScript
Python