

William Grant

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Experience

User Research Intern Twitter

May - August 2018 | San Francisco, CA

Conducting research to study user differences internationally to shape product strategy. Research is driven by the goal of improving the user experience globally and combatting misinformation.

UX Student Consultant Humane Society of Huron Valley

September - December 2017 | Ann Arbor, MI

Worked with student team to investigate the client's problem of recruiting and retaining volunteers for its dog walking program. Developed recommendations after analyzing data collected from interviewing, observation, and research.

UX Analyst PenFed Credit Union

March 2016 - August 2017 | McLean, VA

Served as the user insights lead while collaborating with multidisciplinary, agile project teams in order to launch several redesigned product applications.

Marketing Specialist (M&A) PenFed Credit Union

April 2015 - February 2016 | McLean, VA

Directly responsible for developing and coordinating the timely delivery of all communications to transitioning customers acquired via 7 mergers (80,000+ new members) to ensure a frictionless transition to PenFed.

Branch Service Representative PenFed Credit Union

August 2014 - March 2015 | Washington, DC

Provided tailored solutions in response to customer financial issues, inquiries, and requests at the Pentagon branch location.

Awards

UMSI Merit Scholarship & Leadership Series

Education

University of Michigan

School of Information

April 2019 | Ann Arbor, MI

M.S. User Experience &
Human-Computer Interaction

University of Maryland

Smith School of Business

May 2014 | College Park, MD

B.S. Marketing & Supply
Chain Management

Skills

Tools

Axure

Sketch

Adobe Photoshop

Adobe Illustrator

UX Methods

Contextual Inquiry

Competitive Analysis

Research Planning

User Flow Mapping

Wireframing & Prototyping

Usability Testing

Affinity Diagramming

Programming

HTML & CSS

Python