

# 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 financial product applications online.

### **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 Development 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