

Hi, my name is

# Ben Davies

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Dear Skylight,

I'm writing to apply for the User Researcher position. I've made important contributions to several companies with my user research and product strategy skills. Additionally, I'm proficient in **quantitative and qualitative research** methods and analysis, especially within the government service domain. With my experience and user-centric mindset, I'm eager to help Skylight improve how the government serves the public.

In my position at Contenda, I proved to be an adept **user researcher**. My work was vital in acquiring our first big clients, which propelled the startup into a \$10 million valuation.

- Starting with nothing, found and interviewed target customers to define product requirements.
- Designed surveys to learn about general user spending habits and goals.
- Communicated relevant insights with the team to guide product and company direction.
- Launched several successful lean product experiments informed by user research.
- Collaborated closely with our engineers to ensure users' needs were met.
- Led user testing to identify problems and refine products, which ensured the long-term success of the company.
- Pushed to implement a digital insights platform (Heap) to reveal behavioral user data.

**The opportunity to design for social good at Skylight is exactly what I'm looking for.**

It would be a privilege to discuss the position in more detail. I'm happy to meet online whenever it's most convenient for you. Thank you for your time and I'm looking forward to hearing from you.

Sincerely,

Ben Davies