Chase Rigby

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# Education & Certifications

**The University of Texas at Austin, TX**

**Master of Science in Information Studies** Expected May 2024

Concentration: User Experience & Accessibility

Relevant Coursework: Accessible User Experience, Inclusive Design for Accessible Technology, Intro to Machine Learning, Intro to Programming, Quantitative UX, Usability, Web Application Development

**International Association of Accessibility Professionals**

**Certified Professional in Accessibility Core Competencies (CPACC)** May 2022

**The University of Arizona, AZ**

**Bachelor of Arts in Music** May 2015

# Experience

**University of Texas Libraries | Austin, TX**

Captioning Service Coordinator May 2018 – July 2023

* Serves as a subject matter expert on captioning processes, answering questions and creating documentation for both technical and non-technical stakeholders
* Improves usability of Django-based internal tools with HTML, CSS, and Python
* Trains student workers/junior staff on captioning software, style guides, and workflows
* Facilitates student learning by fulfilling ADA lecture captioning requests within 24 hours

# Selected Projects

**UX Design** (Group Project) | “Symptom Tracker” Fall 2022

* Extracted user requirements from existing research using affinity diagramming
* Worked with a team of 4 to develop an accessible, high-fidelity prototype for users with Parkinson’s disease

**UX Research** (Group Project) | “Fast Food App” Spring 2022

* Uncovered usability issues in a food delivery app prototype using heuristic evaluation and competitive analysis
* Created a moderator script and conducted interviews with a team of 4 to gain user insights
* Presented concrete recommendations to improve the app’s user experience

# Skills

**Research:** Affinity Diagramming, Competitive Analysis, Heuristic Evaluation, User Interviews

**Design:** WCAG 2.1, Figma, Adobe Premiere Pro

**Web Development/Programming:** HTML/CSS/JavaScript, Python, Django, GitHub, Scikit-Learn

**Data Analysis/Visualization:** Pandas, Matplotlib, Excel