

JOSHUA (JD) DUVAL

Digital & Information Professional

DUVALJD@UMICH.EDU

RECENT PROJECTS

UM SCHOOL OF INFORMATION

Client Recruitment Project Management Design & Implementation

Redesigned project management strategy for client recruitment and campaigning, using Airtable to automate vital processes.

JIBE

Needs Assessment and Usability Evaluation of Core Product (Externship)

Identified usability challenges of Jibe's core product, a recruiting platform, and provided recommendations based on competitive and heuristic analysis.

PILLAR TECHNOLOGIES

Contextual Inquiry into Makerspace Feasibility (Externship)

Conducted interviews to identify constraints preventing Pillar's Ann Arbor offices from establishing a makerspace, uncovered organizational barriers to employee participation in organizational decision-making, and provided recommendations for increasing information flow between managers and employees.

SKILLS

Research

Affinity diagrams
Card sorting
Contextual inquiry
Comparative analysis
Heuristic analysis
Interaction / journey maps
Interviews
Surveys
Usability / user tests

Design

Personas & Scenarios
Prototypes
Wireframes & mockups

Writing

Copywriting
Editing

Development

CSS & HTML
Drupal
Joomla
Javascript
MySQL & PostgreSQL
PHP
Python
Wordpress

Tools & Platforms

Airtable
Adobe Illustrator,
InDesign, Photoshop
G Suite & App Engine
Microsoft Office
Proto.io

EDUCATION

AUG 2016 : **UNIVERSITY OF MICHIGAN** | ANN ARBOR, MI
DEC 2018 : *Master of Science, Human-Computer Interaction*

AUG 2013 : **UNIVERSITY OF MICHIGAN** | ANN ARBOR, MI
APR 2015 : *Master of Fine Arts, Creative Writing*

JAN 2011 : **UNIVERSITY OF MICHIGAN** | ANN ARBOR, MI
APR 2013 : *Bachelor of Arts, High Honors in English*

AUG 2004 : **WASHTENAW COMMUNITY COLLEGE** | ANN ARBOR, MI
MAY 2010 : *Associate in Arts, Internet Professional*
: *Associate in Arts, Liberal Arts*

EXPERIENCE

MAY 2018 : **UM SCHOOL OF INFORMATION** | ANN ARBOR, MI
CURRENT : *Client Recruiter*

Helping recruit hundreds of projects for the School's client-based courses by designing the information processes and recruitment campaigns by which we solicit, collect, maintain, and select clients and projects.

MAY 2018 : **MICHIGAN RADIO** | ANN ARBOR, MI
OCT 2018 : *Digital Media Intern*

Produced and managed online content for Michigan Radio's social media channels and Drupal-based website, while supporting the launch of a website for a new podcast.

FEB 2016 : **MIXED BIN MEDIA** | ANN ARBOR, MI
APR 2018 : *Web Producer*

Conducted web research and produced, edited, and updated content for Drupal-based website.

SEP 2014 : **UM COLLEGE OF LSA** | ANN ARBOR, MI
APR 2015 : *Graduate Student Instructor*

Designed and taught syllabi for introductory essay and creative writing courses.

SEP 2011 : **UM DEPARTMENT OF AFROAMERICAN & AFRICAN STUDIES** | ANN ARBOR, MI
SEP 2014 : *Office Assistant*

Digitized students' historical course and teacher evaluations; planned and executed student events, provided technological support to faculty and staff.

FEB 2006 : **AUTOKNOWLEDGE** | ANN ARBOR, MI
JAN 2011 : *Senior Research Analyst & Web Manager*

Conducted web-based research for the production, editing and updating of content for a database-driven platform sold to major auto businesses, including Chrysler, Hyundai, and Johnson Controls; designed and maintained Joomla-based website and forums; managed online help desk; coordinated work assignments between international offices; maintained office hardware and software.

SEP 2010 : **MEDICAL IMAGING RESOURCES** | ANN ARBOR, MI
JAN 2011 : *Salesforce Database Assistant*

Managed back-end modifications of Salesforce database; cleaned database; data entry.

NOV 2008 : **AUTOMOBILE MAGAZINE** | ANN ARBOR, MI
AUG 2009 : *Web Producer*

Produced, edited, and updated content from media kits and web-based research for Drupal-based website.