

ALEXANDER FOWLE

(920) 791-7543 • alexanderfowle@gmail.com • Milwaukee, WI • <https://portfowleyo.com> • he/him

EDUCATION

Master of Science
(M.S.) in
**Human Computer
Interaction**

- Iowa State University – Ames, IA
- GPA: 4.0
- Coursework synopsis: Design Thinking, Human Centered Design, qualitative UX research, quantitative research design, design ethics and responsible tech, cognitive psychology, human factors, Values Sensitive Design
- Projects: [Qualitative UX research – Understanding user’s perceptions of Spotify’s AI DJ](#), [recycling assistant app design \(team project\)](#), [the cognitive psychology of AI-enabled recruitment](#), food conservation app design (team project), [Python Spotify Playlist Generator App](#)

Bachelor of Science
(B.S.) in **Information
Science and
Technology**

- University of Wisconsin – Milwaukee, WI
- GPA: 3.84
- Honors: Summa Cum Laude
- Coursework synopsis: web development, database design and administration, Agile project management, modern data issues, information architecture (IA), automation design

EXPERIENCE

Various locations
Bartender
Milwaukee, WI
04/2023 – Current

- Delivers exceptional customer service in high-pressure, fast-paced environments, with an emphasis on customer delight and securing repeat business
- Develops and maintains standard operating procedures to ensure operational consistency and enhance the Customer Experience (CX)

CBRE | ESI
Sr. UI/UX Engineer
Brookfield, WI
09/2020 – 10/2022

- Iteratively designed UI solutions following a modified Agile UX framework
- Planned and facilitated usability studies using prototypes built in Adobe XD and Maze.io
- Conducted routine user interviews and administered and analyzed surveys to advise product enhancement and discover design opportunities
- Collaborated closely with Sales, Marketing, and Engineering teams to champion product strategy and assist in roadmap development
- Co-created and maintained a company-wide Design System
- Co-created the User Experience (UX) team within the organization
- Provided leadership and mentoring to 5 UI Engineers

Concurrency, Inc.
**Associate Systems
Engineer**
Brookfield, WI
05/2018 – 04/2020

- Consulted local and international businesses using Agile methodologies to help customers realize Digital Transformation in a diverse set of industries
- Engineered solutions using SharePoint, Microsoft Teams, Azure Active Directory, Power Platform, and other M365 tools
- Tailored solutions to business requirements with custom solutions built with the SharePoint Framework, TypeScript, and some React.js

- Facilitated workshops and demonstrations to educate customers and solicit feedback on working solutions

SKILLS AND COMPETANCIES

Design and Research

- Generative qualitative research
- Prototyping in Figma and Adobe XD
- DT frameworks: Double Diamond, d.school, human-centered design (HCD), IDEO, Value Sensitive Design
- Usability studies, A/B testing, and user testing
- Responsive design & information architecture

Leadership

- Team supervision
- Training and coaching
- Task delegation

Business and Interpersonal

- Business consulting
- Expediency and quality
- Active listening
- Process improvement
- Time management
- Conflict resolution

Technical

- Web application development
- Agile project management with Devops, Jira
- Adaptability and receiving feedback

CERTIFICATIONS

Google UX Design Professional Certificate

Earned: December 2023
Never expires
Issued by: [Coursera](#)

devCodeCamp Certificate of Completion

Earned: July 2020
Never expires
Issued by: [devCodeCamp](#)

Microsoft 365 Certified: Teamwork Administrator Associate

Earned: November 2019
Expired: November 2021
Issued by: [Microsoft](#)