

# Ivan Smith UX Researcher

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## EDUCATION

### University of California, San Diego

*Bachelors of Science: Cognitive Science Spec Design and Interaction + Minor In Marketing*  
June 2024

- **Design Coursework:** Design Communications, Prototyping.
- **Marketing Coursework:** Product Marketing, Consumer Behavior.

## EXPERIENCE

### University of California San Francisco — *Research Data Analyst 2*

June 2021 - Sep 2022

- Conducted qualitative and quantitative interviews with research participants across eight counties in California, ultimately reaching a collective goal of 5000 interviews within one year.
- Coordinated the development and implementation of respondent-driven sampling methods alongside the statistician team to effectively reach 500 individuals within 7 specified sub-populations in unhoused communities across California.
- Provided support throughout the research process, including research design, survey development, logistical coordination, onboarding and training of new field team members and data management within Redcap, Airtable and Dedoose .
- Oversaw on-site data collection efforts for multiple field teams, composed of 10+ members with varying roles, at housing centers, shelters, and encampments throughout California.

### Children's Hospital Los Angeles — *Health Science Research Coordinator*

March 2017 - June 2021

- Conducted qualitative interviews with research participants and led weekly support groups and one-on-one health education series for youth exiting incarceration, providing crucial information and guidance on topics such medication adherence, healthcare navigation, and STI prevention.
- Provided essential case management services for adolescents, connecting them with necessary resources and offering peer counseling to support their immediate needs and well-being.
- Created and maintained digital and physical health information materials, including program flyers, social media platforms, and informational displays in order to effectively engage with and educate youth.
- Conducted data entry and extraction of research subjects ensuring accurate and timely documentation of key findings to inform program development and evaluation.

## SKILLS

UX Design  
Product Design  
UX Research  
Data Analytics  
User Flow  
Wireframing  
Prototyping  
Group Facilitation  
Usability Testing  
Python  
HTML  
Java Script  
CSS

## TOOLS

### Design

Figma  
XD  
Photoshop  
Illustrator

### Research

RedCap  
Dedoose  
Airtable

## SOFT SKILLS

Empathetic  
Communicative  
Creative  
Problem Solver  
Collaborative

## INTERESTS

User Experience  
Human Centered Design  
Health Tech  
Entertainment

*References available upon request*

## **JP Morgan Chase** — *Banker*

January 2016 - March 2017

- Collaborated closely with the Branch Manager to oversee and enhance branch operations, emphasizing loss control, compliance, and audit standards.
- Expertly processed and provided exemplary assistance to customers, ensuring seamless and efficient transactions.
- Demonstrated dedication to cultivating strong customer and community relationships by offering expertise in addressing specialized financial needs.
- Exhibited precision in vault and ATM management, consistently maintaining accurate vault balances and cash levels.

## **Nordstrom** — *Service Experience*

January 2011 - March 2015

- Delivered exceptional and efficient checkout experiences, ensuring customer satisfaction and a smooth transaction process.
- Offered expert insights on designer brands and style tips to customers, enhancing their shopping experience and product awareness.
- Actively facilitated the opening of Nordstrom credit and debit accounts for customers, enhancing their shopping options.
- Maintained an organized and professional wrap desk area, and efficiently handled incoming calls, directing them as necessary.
- Played a key role in inventory control efforts, effectively contributing to opening and closing assignments, ensuring the store's smooth operation.

## **PROJECTS**

### **The App Kit, United Kingdom** — *UI Designer Intern*

- Collaborated closely with UX designers and developers to create compelling and intuitive user experiences for app creation tools.
- Provided valuable insights and incorporated feedback from stakeholders to inform and optimize product designs throughout the development process.
- Developed comprehensive style guides to ensure that each product design adhered to its own unique look and feel, promoting consistency and coherence across all project deliverables.

*References available upon request*