

# JAMIE DORST

[JAMIEDORST.GITHUB.IO](https://github.com/JAMIEDORST)

## CONTACT

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(650) 804 - 4716

## EXPERIENCE

### ROLE & TOOLS

*UX Researcher*

1:1 & Paired Interviews  
Focus Groups  
Usability Testing  
Thematic Analysis  
Affinity Diagramming  
Figma  
Miro

### UX RESEARCH INTERN @ VMWARE

*May 2020 - Present*

- Improve work experience of VMware employees through extensive research, ideating, and unique internal product creation
- Responsible for conducting and analyzing robust global research on remote working topics such as communication/collaboration, well-being, productivity, hot-desking, and office-reliant tasks
- Recruit global participants, then conduct 1:1/paired interviews, focus groups, and interactive journey mapping sessions
- Lead usability testing for internal design products; created original template for all future usability testing data analysis
- Synthesize and present hand-crafted readouts to leadership—data collected has had far-reaching effects on company policies

### ROLE & TOOLS

*UX Researcher & Designer*

1:1 Interviews  
Affinity Diagramming  
Figma  
Behavior Coding

### CLASSINSIGHT RESEARCH ASSISTANT @ CMU HCII

*September 2019 - June 2020*

- Coded students'/professors' actions in participating classrooms to learn about beneficial nonverbal behaviors in the classroom
- Assisted with 1:1 interviews, then transcribed and analyzed data
- Explored resulting insights to design a teacher-facing dashboard of behavior data from the ground up

### ROLE & TOOLS

*UI Designer*

Adobe Illustrator  
Adobe InDesign  
Adobe Photoshop  
Think Aloud Protocol

### LEARNING TO SEE, SEEING TO LEARN RA @ CMU HCII

*September 2019 - June 2020*

- Created content for an insect identification teaching/learning tool
- Designed new teaching content including updated landing page and first interactive dichotomous key with printable info pop-ups
- Conducted think aloud protocol with users and analyzed the results to make further iterations

## SKILLS

### TECHNICAL

Adobe Creative Cloud  
Sketch/Figma  
Principle  
HTML/CSS  
JavaScript/React  
Think Aloud Protocol  
Interviews and Focus Groups  
Stakeholder Mapping  
Customer Journey Mapping  
Autodesk Maya  
Sketching

## EDUCATION

### CARNEGIE MELLON UNIVERSITY

*August 2018 - May 2022*

B.A. in Human-Computer Interaction and Psychology  
Minor in Technical Writing  
GPA: 3.9

### RELEVANT COURSEWORK

Interaction Design Studio I & Interaction Design Studio II  
User-Centered Research and Evaluation  
Service Design  
Computing for Creative Practice  
Methodology of Visualization