

# 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*

Part of the Colleague Experience and Technology Team: improving the work experience of VMware colleagues around the world.

- Led global research on VMware colleagues' document processing behaviors, and how they've been affected by remote working
- Conducted a survey and 1:1 interviews, analyzed data, and presented a readout with proposed solutions to leadership
- Moderated robust global research on working from home to inform how VMware transitions to be a remote-friendly company
- Conducted interviews and focus groups to learn more about their experiences and challenges, then built a thematic data analysis system using Dovetail to help the team analyze our insights
- Data collected had far-reaching effects on company policies
- Led usability testing for multiple design projects on the team, and created a template for data analysis of all future usability testing

### ROLE & TOOLS

*UX Researcher & Designer*

1:1 Interviews  
Affinity Diagramming  
Figma  
Behavior Coding

### CLASSINSIGHT RESEARCH ASSISTANT @ CMU HCII

*September 2019 - June 2020*

- Code students'/professors' actions in participating classrooms to learn about beneficial nonverbal behaviors in the classroom
- Assist with 1:1 interviews, then transcribe and analyze data
- Use resulting insights to design a teacher-facing dashboard of behavior data from the ground up

## SKILLS

### TECHNICAL

Adobe Creative Cloud  
Sketch/Principle  
HTML/CSS  
Javascript/React  
Think Aloud Protocol  
Semi-Structured Interviews  
Affinity Diagramming  
Stakeholder Mapping  
Customer Journey Mapping  
SPSS  
Sketching

## EDUCATION

### CARNEGIE MELLON UNIVERSITY

*August 2018 - May 2022*

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

### RELEVANT COURSEWORK

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