

Candyce Jessamy

Portfolio: jcandyce.com

Contact

248-342-6831

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Skills

UX Research/Design

Contextual Inquiry

Affinity Diagramming

Interviewing

Competitive Analysis

Personas

User Scenarios

Heuristic Evaluation

Survey Design

Interaction Design

Usability Testing

Prototyping

Wireframing

Storyboards

Story Mapping

Sketching

Tools/Technical

MS Word

MS PowerPoint

R

Sketch

In Progress

Python

HTML/CSS

Java

Photoshop

Professional

Project Management

Data Analysis

Report Writing

Presentation Creation

Public Speaking

Education

University of Michigan, Ann Arbor, MI

Master of Science in Information, User Experience (UX) Research & Design

Apr 2019

- **Courses:** Consumer Behavior, Principles in Management, Consulting Foundations, Needs Assessment & Usability, Intro to Stats & Data Analysis, Programming I, Intro to Interaction Design; **GPA: 3.88**
- *Winter '18:* Graphic Design and Visual Communications, Design of Complex Websites, Fundamentals of Human Behavior

Bachelor of Arts, Biopsychology, Cognition, and Neuroscience

Sept 2016

Work Experience

Product Management Intern

June 2018 – Aug 2018

SAP Concur - Minneapolis, Minnesota

- Led user research to evaluate the user experience and customer journey of an existing global product
- Conducted competitive analysis, country and bank specific research to strategically position a new product offering
- Recommended new features based research; suggested new avenues of continued research for the new product offering

Research Assistant

University of Michigan – Ann Arbor, Michigan

Sept 2015 – Feb 2018

- Modified code originally used for adults for use in a study on children, and used modified code for qualitative analysis on over 120 transcripts
- Analyzed and coded over 200 videos; transcribed and coded approximately 150 interviews
- Recruited 50+ participants from ongoing studies

Projects

E-Learning Hobby Website

Jan 2018 – Apr 2018

- Identified four key usability issues impacting instructors and users
- Conducted interviews, comparative analysis, heuristic evaluation, usability tests; created personas and scenarios; recruited survey participants and designed survey

SavetheSemester App

Jan 2018 – Apr 2018

- Ideated and prototyped a time management app for college students
- Competitive analysis, created sketches, personas, story maps, wireframes, prototypes

Harman International & California Pizza Kitchen

Jan 2018 – Apr 2018

- Developed strategic marketing plan and creative marketing campaign for Harman; created plan to communicate brand message for CPK

International Learning Management System (LMS)

Sept 2017 – Dec 2017

- Led user research to recommend improvements to the usability of an LMS; Conducted interviews, remote usability tests, contextual inquiry, affinity diagramming
- Coordinated research efforts across 4 different countries

Student Leadership

Expansion Manager and Analyst

Blueprints for Pangea –501(c)(3) MSRO

Sept 2017 – present

- Advise the OSU chapter on matters of finances, fundraising, and warehouse logistics

Dream Ball Coordinator

PBG – Minority Women's Organization

Jan 2013 - May 2015

- Led a team of 6 to plan the first end of the year ball for mentees and their parents, totaling approximately 50 people; left behind a template for subsequent coordinators to use