**JEREMY HEYER, MsHCI, MPH, MHI**  
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**PROFESSIONAL SUMMARY**

Principal-level UX Researcher and organizational fixer with 10+ years in research, design strategy, and enterprise change. At Microsoft, repeatedly deployed into failing orgs to restore trust, align executives, and deliver outcomes. Pioneered Copilot research, built AskLearn AI assistant, and authored white papers on agentic UX. Known for mentoring, cross-org leadership, and driving product decisions at global scale.

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**PROFESSIONAL EXPERIENCE**

Microsoft — Senior UX Researcher (Level 63, functioning 65) | Remote | 2021–Present

* Org Fixer: Restored broken orgs including Dynamics, Founders Hub, Microsoft Learn, and Partner Center/Marketplace; rebuilt relationships with PMs/designers and delivered sustainable processes.
* Copilot Research Lead: Ran first studies with support engineers on LLM integration; scaled from 6 to 6,000 users, triangulating telemetry and qualitative insight to influence enterprise adoption strategy.
* AskLearn AI Assistant: Drove research from concept to launch for Microsoft Learn’s AI assistant; set accuracy standards and adaptive learning models now live at global scale.
* Q&A Convergence: Directed research behind unifying Microsoft Q&A and Answers into a single platform, informing migration strategy for ~93M monthly users.
* Partnered with VPs and senior leaders to reframe product roadmaps; authored decision briefs that shifted investments and priorities.
* Authored white papers on AI agents (trust, accuracy, golden datasets, workflow fit); influenced Microsoft’s approach to agentic UX.
* Mentored peers, reviewed executive decks, and filled leadership gaps when managers were absent.
* Provided de facto leadership during manager absences; mentored peers, reviewed executive decks, and ensured continuity of research delivery across multiple orgs.

User Research International — UX Researcher 2 | Seattle, WA (Remote) | 2020–2021

* Delivered end-to-end research for enterprise clients, including Microsoft, under high-speed timelines.
* Designed screeners, surveys, diary studies, and usability tests; moderated user sessions and workshops with dozens of participants.
* Balanced tactical quick-turn projects (benchmarking, SUS/UMUX scoring, A/B tests) with strategic research that influenced multi-quarter product direction.
* Collaborated closely with PMs, engineers, and designers to ensure research directly shaped design decisions.
* Mentored junior researchers and interns on methods and reporting; established repeatable study templates that improved efficiency.

Indiana University–Purdue University — Applied & UX Researcher | Indianapolis, IN | 2018–2020

* Directed multi-method research programs in psychology, informatics, and design; published multiple peer-reviewed papers.
* Ran in-the-wild research, diary studies, and complex quant/qual triangulation across diverse user populations.
* Oversaw participant recruitment and study management at scale, ensuring robust data and representative samples.
* Mentored and supervised graduate and undergraduate researchers; reviewed study protocols and data analysis.
* Balanced tactical studies (A/B, usability testing, cognitive walkthroughs) with long-term strategic projects that informed policy and design practices.

Indiana Division of Mental Health & Addiction — UX Analyst | Indianapolis, IN | 2016–2018

* Conducted usability research and UX analysis on statewide health systems used by thousands of practitioners and patients.
* Designed and executed tactical studies including surveys, user interviews, and workflow observations.
* Partnered with data teams to triangulate telemetry with user feedback, driving product improvement recommendations.
* Collaborated across agencies to align UX improvements with compliance and accessibility requirements.
* Delivered insights that directly informed digital service design and accessibility standards.

Earlier Experience: Practiced as a therapist in clinical and community health settings (2013–2016), leading group and individual therapy, crisis intervention, and quality-of-care initiatives. Built foundational expertise in empathy, communication, and human behavior that continues to inform research leadership and user advocacy.

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**EDUCATION**

* M.S., Human–Computer Interaction (HCI), Indiana University Indianapolis
* M.S., Health Informatics, University of Cincinnati
* M.P.H., Public Health/ Behavior Health, University of Louisville
* B.A., Anthropology, University of Louisville

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**WHITE PAPERS (Microsoft, Internal)**

* *AI Agents at Work: Redefining the Future of Collaboration* (2025) — Examines the rise of AI agents as coworkers, their impact on collaboration, culture, and labor, and proposes strategies for prototyping, integration, and long-term adoption
* *AI Agent Adoption in Enterprises: Levers, Barriers, and Strategies* (2025) — Identifies technical, cultural, and governance challenges in adopting AI agents at scale, and outlines strategies enterprises can use to overcome them

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**ACADEMIC PUBLICATIONS**

* Heyer, J., et al. (2020). *Pushing the (Visual) Narrative: The Effects of Prior Knowledge Elicitation in Provocative Topics.* Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI ’20).
* Heyer, J., et al. (2020). *A Life and Death Situation: Opportunities for Enhancing Access and Efficacy of Peer Sponsorship in Substance Use Disorder Recovery.* Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI ’20).
* Phelan, C., Heyer, J., Pfafman, R., Kerrigan, C., Tzilos Wernette, G. K., et al. (2022). *The Work of Digital Social Re-Entry in Substance Use Disorder Recovery.* Proceedings of the ACM on Human-Computer Interaction, 6(CSCW2), 1–33.