

JESS DURHAM

200 Belmont Ave. E., Seattle, WA 98102 412.260.4332 jldurham@umich.edu

**USER EXPERIENCE
DESIGNER SEEKING A
FULL-TIME CAREER POSITION**
www.jessdurham.com

SKILLS

UX Methods

Comparative Analysis, Contextual Inquiry, Heuristic Evaluation, Interaction Flows, Interviewing, Market Research, Personas & Scenarios, Project Management, Prototyping (Paper & Digital), Storyboarding, Survey Design, Usability Testing, User Stories, Wireframing

Software

Axure, Omnigraffle, Keynote, Adobe Photoshop, Illustrator, InDesign, Fireworks, Microsoft PowerPoint, Excel, Word, Google Analytics

Content Management Systems

Drupal (including module development and theming), Wordpress, Magento

Programming (Proficient)

HTML, CSS

Programming (Basic)

Python, PHP, Java, Javascript

Language

French

KEY HONORS

University of Michigan Teaching Assistantship

Highly competitive graduate position that provides a full tuition waiver

UMSI Kenneth B. Vance Scholarship

Half-tuition merit scholarship for each semester of study

EDUCATION

University of Michigan School of Information, Ann Arbor, MI 2012-2014

Master of Science in Information

Specialization: Human-Computer Interaction

University of Edinburgh, Edinburgh, Scotland 2006-2008

Master of Science in Cultural Studies

Dissertation: Branding, Online Communities, and User Generated Content in the British Music Industry

Carnegie Mellon University, Pittsburgh, PA 2001-2005

Bachelor of Arts in English with University Honors

Minor: Film & Photography

PROFESSIONAL EXPERIENCE

Shinola, Detroit, MI May-December 2014

Principal User Experience Designer

- Established the user experience operations and workflow for the e-commerce/web department of a luxury goods brand and its sister brand Filson with the goal of instilling a user-centric design philosophy.
- Initiated UX design projects and drove them through each facet of the project life cycle while working closely with an agile team of developers, visual designers and stakeholders across the organization.
- Oversaw a website overhaul initiative that relied upon user research and analytics to transform the company's web and mobile experiences into one that considers both users and business stakeholders in its design.

Theodore Roosevelt Digital Library, Dickinson, ND May-August 2013

Digital Cataloging & UX Research Intern

- Conducted a comparative analysis of the presidential library's website and social media channels with other presidential libraries to better connect with and attract new users to their emergent organization.
- Assisted in the creation and review of metadata and copyright information for thousands of documents in the library's online collection.

Smithsonian Institution Archives, Washington, DC March 2013

Social Media Intern

- Created and standardized digital object metadata for the Smithsonian's Flickr account to accurately reflect their institutional websites.
- Developed Wikipedia content on the Smithsonian's behalf to increase the quality and quantity of articles about female scientists associated with the institution.

University of Michigan, College of Literature, Science & the Arts, Screen Arts & Cultures Department, Ann Arbor, MI Jan 2013-April 2014

Graduate Student Instructor

- Instructed nearly 200 undergraduate students in the *Art of Film*, a course focused on the study of visual communication and spatial design.
- Offered students critique and feedback on weekly visual analysis exercises and term papers to improve their ability to write critically about film.

JESS DURHAM

200 Belmont Ave. E., Seattle, WA 98102 412.260.4332 jldurham@umich.edu

Carnegie Mellon Senior Leadership Award

Nominated by the Dean of
Student Affairs as a top university
leader

Phi Kappa Phi Honor Society Member

Invited as one of the top 5
students in Carnegie Mellon's
English department

RELEVANT GRADUATE COURSEWORK

Content Management Systems
Contextual Inquiry and Project
Management
Design of Complex Websites
Graphic Design
Information Architecture
Interaction Design
Marketing Research Design &
Analysis
Usability Evaluation and Needs
Assessment

PORTFOLIO

To view samples of projects and
design work, please visit
www.jessdurham.com

Community College of Allegheny County, Pittsburgh, PA Aug 2009-May 2012 *Social Sciences Instructor*

- Taught dozens of courses with a heavy, self-managed workload including lectures, grading, and all supportive administrative tasks.
- Promoted to honors faculty as a mentor to students on independent projects in social research.

ACADEMIC EXPERIENCE

T. Daniel Productions, Chicago, IL *User Experience Designer*

Jan-April 2014

- Used the agile development method to respond to stakeholder content requirements, generate functional specifications, build the site's information architecture, write personas and user stories, and wireframe.
- Created Drupal modules and customized theming with an emphasis on dynamic and interactive visual content.

UM Bentley Historical Library, Ann Arbor, MI *User Experience Researcher & Analyst*

Jan-April 2013

- Assessed user needs through interviews, surveys, and by testing the website's ease of use and accessibility.
- Generated an interaction map, evaluation reports, and recommendations that were presented to the director and staff and formed the foundation of their subsequent website redesign.

UM College of Pharmacy *Information Architect*

August-Dec 2012

- Analyzed inter-departmental communication using the contextual inquiry method, including user interviews and the modeling of communication and organizational workflows.
- Developed and presented recommendations for improving communication efficiency and collaboration.

LEADERSHIP & SERVICE

UMSI Community Information Corps, Officer

May 2013-Apr 2014

- Coordinated with local non-profits to create short- and long-term community service project opportunities for information graduate students.

Society of American Archivists, UMSI Chapter, Officer

Mar 2013-Apr 2014

- Elected by students as a leader and liaison between SAA, students, faculty and staff at the university.
- Organized events for students including speakers, workshops, field trips, and social events.

A2 Data Dive, Project Coordinator

Sept 2012-Feb 2013

- Researched, collected, and analyzed external social science data sets to help a local non-profit present a case for support to potential sponsors and donors.