

JESS DURHAM

200 Belmont Ave. E., Seattle, WA 98102 412.260.4332 jess.durham@gmail.com

PORTFOLIO

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

SKILLS

UX Methods

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

Software

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

Content Management Systems

Drupal (including module development and theming)
Wordpress
Magento

EDUCATION

University of Michigan School of Information

Ann Arbor, MI

Master of Science in Information

Specialization: Human-Computer Interaction

University of Edinburgh

Edinburgh, Scotland

Master of Science in Cultural Studies

Carnegie Mellon University

Pittsburgh, PA

Bachelor of Arts in English with University Honors

EXPERIENCE

Shinola, Detroit, MI

May-December 2014

UX 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.

T. Daniel Productions, Chicago, IL

Jan-April 2014

UX Designer

- 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.

Theodore Roosevelt Digital Library, Dickinson, ND

May-August 2013

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.

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SKILLS (CONT.)

Programming (Proficient)

HTML
CSS

Programming (Basic)

Python
PHP
Java
Javascript

Language

French

HONORS

University of Michigan
Teaching Assistantship
UMSI Kenneth B. Vance
Merit Scholarship

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

EXPERIENCE (CONTINUED)

UM Bentley Historical Library, Ann Arbor, MI

Jan-April 2013

Usability Researcher & Analyst

- 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.

University of Michigan, College of Literature, Science & the Arts

Ann Arbor, MI

Jan 2013-April 2014

Graduate Student Instructor

- Instructed nearly 200 undergraduate students in 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 visual design.

UM College of Pharmacy

August-Dec 2012

Information Architect

- Analyzed interdepartmental 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.

Community College of Allegheny County

Pittsburgh, PA

Aug 2009-May 2012

Sociology 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.

LEADERSHIP & SERVICE

UM Community Information Corps, Officer

May 2013-Apr 2014

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

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.