

JOSHUA GARY MAUSOLF

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PROFESSIONAL EXPERIENCE

- 2023 - PRESENT JPMORGAN CHASE, Plano, TX
Quantitative UX Research, UX Analytics Lead, Vice President, April 2023 to Present
- ◇ Influenced the Chief of Design to establish a cross-LOB CX Measurement team to deliver a central, standardized CX metric dashboard (Tableau) and reporting supporting multiple orgs, LOBs across Chase.
 - ◇ Led development of a version-controlled CX Metrics **data engineering ETL pipeline** using **Python**, **SQL**, and **Snowflake** to deliver CX metrics across product orgs, LOBs in Chase.
 - ◇ Spearheaded a Critical User Journey / UX Analytics Program leveraging **Adobe CJA** to empower teams with the ability to identify, prioritize, and validate customer friction using a unified metric strategy.
 - ◇ Founded taskforce under senior leadership to bolster the rigor of quant research & analytics in Design.
- 2022 - 2023 GOOGLE, Kirkland, WA
Quantitative UX Researcher, July 2022 to March 2023
- ◇ **Led** quantitative UX insights for a foundational pillar in Google Cloud to drive key product impact.
 - ◇ Spearheaded and acted as IC **lead** on multiple pillar and org initiatives to improve user sentiment measurement, including new systems to automate and improve the efficiency of research systems.
 - ◇ Influenced product roadmap and strategy by identifying key user pain points, behavioral patterns, and metrics through the synthesis of user feedback, heuristics, log data, and tracking surveys.
 - ◇ Created **user journeys**, **narratives**, and **dashboards** for key stakeholders by leveraging **SQL**, **R**, and **Python** to perform large scale analytics of user feedback, logs, and **survey** data.
- 2020 - 2022 FACEBOOK | META, Menlo Park, CA and Seattle, WA
Quantitative UX Researcher, July 2020 to July 2022
- ◇ **Led** an org-level **JTBD** analysis, guiding product teams in applying the results to their roadmaps.
 - ◇ IC **lead on a cross-org strategic initiative**, IC lead for research org project, regularly supported quant UX insights for 8 XFN teams, and mentored other UXRs in the use of **SQL**, **R**, and **Python**.
 - ◇ Identified customer segmentation, barriers to adoption, user pain points, and policy preferences using multiple methods, resulting in actionable insights that influenced roadmaps across pillars/XFN teams.
 - ◇ Led stratified, randomized, international **surveys**/log data analysis using **SQL**, **R**, and **Python**, including post-stratification weighting, visualization, and ML/statistical modeling.
- 2018 AND 2019 *UX Research Intern*, Summer 2018, Summer 2019
- ◇ Developed ETL pipelines using **Python** and **PrestoSQL** to query Facebook log and survey data.
 - ◇ Ran surveys and statistical models in **R** and **Stata**, delivering actionable insights to my team.
- 2015-2017 UNIVERSITY OF CHICAGO, Chicago, IL
Graduate Research Assistant, Department of Sociology
- ◇ Supervised junior RAs to apply ML, statistical models, and data wrangling in **Python**, **R**, and **Stata**.
- Junior Data Scientist*, Knowledge Lab, Computation Institute
- ◇ Analyzed and visualized hypergraph network data using **Python**, **Gephi**, and **JavaScript**.
- JUN-SEP 2016 DATA SCIENCE FOR THE SOCIAL GOOD, Chicago, IL
Data Science Fellow, White House Police Data Initiative
- ◇ Developed a machine learning pipeline with **Python** and **PostgreSQL**. Improved client's existing protocol, increasing results by 60% while using 33% of the resources.

SKILLS

- COMPUTING ◇ PYTHON, R, SQL (Snowflake, BigQuery, Presto, Hive, Postgres, SQLite), STATA, SPSS
◇ GIT, MERCURIAL, BITBUCKET, VIM, ATOM, SUBLIME, VSCODE, ~~LaTeX~~, SSH, SHELL, LINUX
◇ HTML, CSS, JAVASCRIPT, MARKDOWN, JSON, FLASK, TABLEAU, ADOBE ANALYTICS / CJA
- ANALYSIS ◇ Machine Learning; Time Series, Longitudinal, Hierarchical, Non-linear & Linear models; NLP;
Web-Scraping; APIs; Networks; A/B Testing; Experimentation; MaxDiff; Conjoint; Surveys;
Questionnaire Design; ETL/Data Pipelines; CX/UX Metrics

EDUCATION

- PH.D. UNIVERSITY OF CHICAGO, Sociology
◇ THESIS: *Enter the Partisan Firm: How Affective Polarization Shapes Corporations and Careers*
◇ METHODS: Databases, ETL, Statistical and Machine Learning, NLP, HCA, Networks, Experiments
- A.M. UNIVERSITY OF CHICAGO, Sociology, Cumulative GPA: 3.87/Statistics GPA: 3.95
- B.A. NEW YORK UNIVERSITY, Sociology with High Honors, *summa cum laude*, GPA 3.90