Jordyn N. Parker

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EXPERIENCE

Microsoft, Atlanta, GA
Senior *Software Engineer*
August 2019 - Present

AI/UX Prototyping & Research

- Designed and developed a RAG-based agent proof of concept that surfaces historical engineering knowledge to reduce on-call investigation time to secure stakeholder alignment; conducted user interviews and surveys to validate workflows and pain points.
- Partnered with international teams to define plans to translate research insights into interaction flows, robust prompt engineering, and an expanded beta version to be used by engineers.

Frontend Engineering & UX for Azure VM Scale Sets

- Designed and shipped customer-facing UX improvements that increased redeployment success confidence by working with partner engineers and PMs to provide clearer retry guidance and actionable error insights to end users.
- Built a secure "passwordless" VM/VMSS creation experience, reducing credential-related vulnerabilities and improving onboarding usability for enterprise customers while collaborating with several other team lead engineers to ensure alignment across multiple services.

Design Systems & Internal Tools

- Led the redesign and migration of an internal open-source-software tracking tool from Angular to React, improving usability, performance, and maintainability.
- Designed and built a React-based dashboard application (later ported to Electron) used across engineering teams for monitoring and reporting.

Accessibility & UI Engineering for WinDbg

- Led the accessibility modernization of WinDbg, improving WCAG compliance and significantly increasing Accessibility Insights scores.
- Implemented new UI components, interaction patterns, and visual refinements across the application.

Design & UX Leadership

- Designed the official logo for the Atlanta Black at Microsoft (BAM) chapter and consulted on UX improvements for the internal BAM mobile app, enhancing usability and accessibility.

General Leadership and Collaboration

- Facilitated in-team retrospectives with fellow engineers that celebrate achievements and identify points of friction within the team to ensure consistent growth in cohesion, collaboration and communication. I shared findings with team leaders in an anonymous newsletter to

SKILLS

Frontend Engineering: React, TypeScript, JavaScript, HTML/CSS, Electron, Node.js, WPF

UX & Prototyping: Figma, Axure, design systems, interaction design, rapid prototyping,data visualization, basic animation principles

Accessibility: WCAG, Accessibility Insights, Inclusive Design

Visual Design: Photoshop, Illustrator, Canva

Cloud & Tooling: Azure, PowerApps, GitHub, Azure DevOps

HOBBIES

Mentorship
Cooking and baking
Learning Spanish
Martial Arts
Roller Skating

bolster transparency and trust among the team.

ACADEMIC PROJECTS

Selected UX & Prototyping Projects

- **Pulse:** Mid-fidelity mobile prototype enabling users to discover POIs based on real-time "vibe" data; informed by user interviews and contextual inquiry.
- **Gilbert:** AI-powered assistant prototype for team communication platforms designed to accelerate rapport-building and team synergy.
- **ARoom:** AR-based furniture preview and shopping experience across mobile and desktop; conducted competitive analysis and usability testing.
- **"Niara" Mini Design System:** Component library and documentation site used to develop a personal portfolio.
- **Get Up!:** Gamified desktop prototype encouraging healthy breaks through competition and behavioral nudges.
- **DickBlick.com Information Architecture Redesign:** Comprehensive information architecture evaluation and redesign resulting in improved navigation and findability.

Research Studies

- **The dominance of western culture in Human Computer Interaction and methods to elevate non-western ideologies:** Essay that explores the negative effects of colonialism on research done in HCI by reviewing three popular research methods in the field.
- **Improving the Rideshare Experience of Users Who are Blind or Have Low Vision –** Research study that discusses the rideshare experiences of blind or low vision users and suggests improvements for the end-to-end experience.
- **NYTCooking.com Heuristic Evaluation and Cognitive Walkthrough** –Analysis of the NYTCooking website based on the "10 Usability Heuristics for User Interface Design" determined by the Nielsen Norman Group and an assessment of the site's learnability
- **Turkish Airlines: Usability Evaluation** - Study that investigates and summarizes the findings of an in depth evaluation of the useability of the TurkishAirlines websites. It includes summaries of evaluations done with real participants, notable findings and recommendations.

Various Creative Works

EDUCATION
Depaul University
Chicago, IL

M.S. of Human Computer Interaction, 3.87

September 2021 – December 2025

Human Computer Interaction Course
Online

Online via Udacity

May 2020

North Carolina Agricultural & Technical State University
Greensboro, NC

 B.S. of Computer Science, 3.99

August 2014 – May 2018