# Jeremy Aldrich

Designer / Illustrator
User Advocate

## Contact

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(313) 355 - 3759

## Education

Central Michigan University
Bachelor of Science
I.T. & Multimedia Design

## Skills

User Research
User Interviewing
Usability Testing
Prototyping
Analytics
Data Driven Decisions
Storyboarding
HTML / CSS

## Tools

Sketch
Figma
Adobe XD
Illustrator
Adobe Creative Suite

## Experience

### Senior QA, Lead

TECHSMITH CO.  |  AUG 2021 – PRESENT

I manage a team of QA staff for the Cloud Services division of TechSmith - championing user centric experiences and the highest quality solutions for our users. I steer decision making within leadership and continue to find and squash bugs.

### Senior Quality Assurance

TECHSMITH CO.  |  MARCH 2019 – JULY 2021

In addition to testing industry leading web apps and services, I establish testing patterns and produce UI/UX mockups for multiple teams, onboard coworkers. I also coordinate teams, individuals, and user interviews to deliver the best experience to our users.

### Software Quality Assurance I, II

TECHSMITH CO.  |  JANUARY 2012 – APRIL 2019

I test game-changing, multimedia based web products. I specialize in finding front end user experience issues and making sure our users never have to see them.

### Technical Support / Field Services Tech

ANTHELIO HEALTHCARE  |  JUNE 2009 – NOVEMBER 2011

I kept hospital staff technology up and running 24/7/365 in a breakneck paced environment from Oncology to OBG to the ER. I also spearheaded projects and implemented paperless medical record systems and handheld computers for nursing staff, pushing Central Michigan Community Hospital into the digital age.