

Jeremiah Chikota
Seattle, Washington

WORK EXPERIENCE

ExtraHop Networks Inc. - Seattle, WA

August 2020 – Current

UX Designer III (04/2024 - Current)

Lead both the ideation and implementation of new product features for one of the top enterprise cybersecurity products in the Network Detection & Response (NDR) sector. Worked amongst the product team as well as with developers, writers, testers, and many other roles as part of an agile development team.

Key projects include:

- Developed an LLM-based search assistant that helped inexperienced users become more familiar with our platform.
- Increased the UX team's interview pool from 1 to 4 customers, increasing diversity in our research candidates and enabling customers voice's to be heard by the product team.
- On a quarterly basis, I participated in the agile planning processes with PMs, developers, and other team members. My responsibilities included providing design mockups for every feature and explaining the design goals to the team.
- Lead the development and maturation of the company's first user telemetry gathering system. This project enabled the product team to monitor the success of product features and helped customer success teams avoid customer churn. As a part of this long-term project I completed the following tasks:
 - Implemented a process for PMs to write S.M.A.R.T. goals for new features, enabling the engineering organization to assess feature success and leverage quantitative feedback.
 - Lead quarterly reviews of usage telemetry, presenting the results to engineering management, VPs, and the CTO.
 - Collaborated with engineers in other teams to gather the data and draw out compelling data insights.
 - Partnered with the customer success organization to provide insights into telemetry data to help reduce customer churn.
- Conducted quarterly review meetings with the internal Security Operations team with the goal of increasing inter-organizational communication and providing engineers with real-world feedback

UX Designer II (04/2023 - 03/2024)

Software Quality Engineer II (08/2020 - 03/2023)

- Executed full-system integration testing, including large-scale testing with other third-party cybersecurity products
- Participated in product design reviews with developers, UX designers, and PMs
- Introduced fixes to improve Google bigQuery performance, resulting in a 20% reduction in query time
- Developed internal tooling to facilitate the creation of test environments for the 150-person engineering team
- Maintained 5 "dogfood" appliances in support of the larger engineering team
- Wrote test cases and executed test plans for quarterly feature development
- Participated in the defect triaging process in collaboration with SME and engineering management
- Contributed to automated test coverage of the product by writing 28 automated tests in Python

PACCAR Technical Center, PACCAR - Seattle, WA

May 2019 – August 2019

Vehicle Performance Intern

Rice Bikes - Rice University, Houston TX

January 2017 – December 2019

Branding Manager

Double Vision Photography - Westchester, New York

November 2015 – May 2016

Assistant Photographer

EDUCATION

Rice University, Houston, TX

Bachelor of Science in Mechanical Engineering, Minor in Business

SKILLS

Technical Skills: Figma, Python, Behave Automation Framework, Scrum, Agile Development, Adobe Photoshop, Photography