

Matt Garvin

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May 2023
– Present

UX Lead | Walker-Miller Energy Services | Detroit, MI

Provide UX-research and design consulting services to clients. Gather requirements from stakeholders. Create research plans, conduct user interviews and mixed-method usability testing. Diagram workflows, wireframes, and prototypes. Collaborate with Lean business development teams. Present user insights to stakeholders.

- Authored the equitable mobility playbook, supporting the development of proposals valued at over \$125 million.
- Crafted team mission and strategy, providing clear vision and direction. Streamlined proposal and budget development process.

Aug 2021
– May 2023

UX Researcher & Instructor | University of Michigan | Ann Arbor, MI

- Spearheaded user research on \$2.5 million NSF funded research, shaping an open-source e-commerce platform focused circular economics.
- Teaching over 100 graduate students the fundamentals of need assessment and usability evaluation.

Jan 2021 –
Aug 2021

UX/UI Architect | NASA | Remote

- Planned, conducted, and oversaw research and design projects with varying methodologies, resulting in a new interface that reduced user error rates by more than 40%.
- Evangelized UX, human-centered design, and agile development in the human research program.

April 2020
– Aug 2020

UX Researcher | Tyler Technologies | Troy, MI

- Led user research and testing efforts, identified key pain points. Proposed and evaluating solutions that increased user satisfaction by 20%
- Published two articles in UX Collective on heuristic evaluations and quantifying usability testing for businesses, demonstrating thought leadership across the broader design community.

July 2017 –
Aug 2019

Account Manager | Nolan & Cunnings | Warren, MI

- Customized supply chain logistics and freight billing management to 23+ companies.
- Improved cost savings by 6%.

2021

MS Information | University of Michigan, Ann Arbor, MI

2017

BA Anthropology | Wayne State University, Detroit, MI

Key Skills: Interaction design, Prototyping, Wireframes, Usability, Interviewing, Survey design, Data analysis, Journey mapping, User experience, Ethnography, Contextual inquiry, Heuristic evaluation, Generative research, Competitor analysis, Design thinking, Systems thinking, Card sorting, Information architecture, Evaluative research, Python, R, HTML, CSS, JavaScript, AI Prompt engineering.

Tools: Adobe CC, Airtable, Dovetail, Google Analytics, Hotjar, Loom, Looker, Maze, Miro, Mural, FigJam, Figma, Optimal, Qualtrics, SurveyMonkey, Tableau, UserTesting, UserZoom, Zepelin, WordPress, Webflow, Framer