**MATTHEW GARVIN**

**Resume**

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**OVERVIEW**

Mixed methods innovation design researcher with a background in anthropology and human-computer interaction. For five years, I have worked at the leading edge of research, design, and technology to create meaningful user experiences within complex sociotechnical systems. Prior to research, I was a professional with a proven track record of successful leadership and project management that elevates my skillset, design intuition, and expertise to the senior, and management levels.

**EDUCATION**

**MS** University of Michigan, Information 2021

Thesis: “Understanding HCI in human-systems integration to support astronaut autonomy”

Advisor: Kentaro Toyama

**BA** Wayne State, Anthropology 2017

Peer mentor

Pres. Undergraduate Anthropology Learning Community

**RESEARCH & RELEVANT WORK EXPERIENCE**

**U-M Generative Justice Lab**, Ann Arbor, MI 2021- current

**Research Assistant**, Director: Dr. Ron Eglash

* Synthesized existing literature to develop custom participatory research design
* Managed all aspects (recruiting, screening, scheduling, interviews, analysis, procurement, payments) of upwards of 20 projects on NSF (National Science Foundation grant IIS-2128756) funded human subjects research conducting over 100 interviews at 12 fieldsites; designed and deployed pre/post-test survey; led divergent ideation and advocated for users to converge on ideal solutions.
* Organized and facilitated first annual Artisanal Futures design workshop.
* Lead author on a submitted manuscript for a forthcoming anthology on AI and Society

**NASA Langley Research Center**, Hampton, VA 2021

**Design Innovation Researcher**, ARMD, Supervisor: Dr. Anna-Maria McGowan

* Designed and conducted internal user research; 10 interviews, thematic analysis, conducted 5 round RITE (rapid iterative testing and evaluation) prototyping.

**NASA Johnson Space Center**, Houston, TX 2021

**UI Architect**, HEOMD, Supervisor: Dr. Kerry McGuire

* Human-centered design (advanced long duration medical systems); 12 interviews, affinity diagram analysis, designed and deployed card sorting study, conducted 3 round usability testing and iterative prototyping
* Built, validated, and delivered innovative design system complete with design principles, components, patterns, and documentation to ensure sustainability

**University of Michigan**, Ann Arbor, MI 2020 to 2021

**Research Assistant**, Social Innovations Group, Supervisor: Dr. Tawanna Dillahunt

* Designed protocol, conducted 22 interviews
* Thematic analysis with a Grounded theory coding schema
* Co-authored CSCW publication: <https://dl.acm.org/doi/abs/10.1145/3476065>

**University of Michigan,** Ann Arbor, MI 2020-2021

**Principal Investigator,** Advisor: Kentaro Toyama

* Conducted multi-site design ethnography across 3 teams of engineers on HCD in space technology over 16 months.
* Led user research and design activities on said teams utilizing emerging technologies like AR/VR and VUI.

**University of Michigan,** Ann Arbor, MI 2020-2021

**NASA X-Hab Challenge,** Advisor: Dr. Nilton Renno

* Led human-centered conversation design in collaboration with Stennis; evangelized HCD principles across team of space engineers
* Delivered conversation design strategy, provisional user personas, and system persona designed to build trust in NPAS (NASA Platform for Autonomous Systems)

**University of Michigan,** Ann Arbor, MI 2019-2021

**NASA SUITS Challenge,** Advisor: Dr. Leia Stirling

* Led user research and AR prototyping on HUD for Artemis generation xEMU spacesuit; coordinated human-in-the-loop simulation and remote usability testing; evangelized UX across interdisciplinary team of engineers.

**Michigan Dept. of State**, Lansing, MI 2020

**Citizen Interaction Designer**, VMI, Supervisor: Irina Cotfas

* Led design sprints to quickly ideate and iterate information flows to support the Voting Matters Initiative to strengthen outreach to the returning citizen population.
* Observed 4 different area town halls; conducted 5 interviews; collaborated on affinity diagram analysis to develop a social media toolkit geared towards informing target population indirectly through their friends and family.

**Tyler Technologies**, Troy, MI 2020

**User Research intern**, Public Safety, Supervisor: Gavin Pohl

* Garnered buy-in by calculating speed/accuracy improvements with Fitts’s Law.
* Captured, presented, and defended findings of a number of usability issues across 2 mobile applications with heuristic evaluations.
* Designed and conducted remote moderated usability study of a records management system using [Maze.co](https://maze.co/), and analysis in [Dovetailapp.com](file:///C:\Users\mgarvin\Downloads\dovetailapp.com\).

**IBM**, Ann Arbor, MI 2020

**User Research Consultant**, IBM Developer, Supervisor: Kevin Hicks

* Led need assessment and usability benchmarking
* Interaction mapping, survey design and deployment, 5 interviews, comparative analysis, heuristic evaluation, usability testing.

**Grandmont Rosedale Development Corp.** Detroit, MI 2019

**Information Systems Design Consultant**, VPTF, Supervisor: Kentaro Toyama

* Led contextual inquiry and affinity diagramming to develop a growth and preservation strategy for non-tech savvy knowledge gatekeepers to pass along their knowledge and experience to new volunteers to the vacant property task force.

**Nolan and Cunnings** Warren, MI 2017-2019

**Account Manager**, Supply Chain Logistics, Supervisor: Lauren Wickline

* Interviewed new and existing clients to develop supply chain solutions that meet needs and align with corporate objectives; built and maintained strong customer relations, assessed client needs and presented product and service solutions.
* Compiled and analyzed financial data for 23 accounts, ensuring complete and accurate accounting information.
* Interpreted and enforced company policies and procedures to support overall compliance objectives and foster an environment of continuous improvement.

**Cliff Bell’s** Detroit, MI 2012-2017

**Bar Manager**, Jazz Club

* Maintained inventory, budget, and monitored costs.
* Tracked customer behavior and sales.
* Worked with chef to create drink and food pairings.
* Determined employee schedules; ensured bar is well-stocked and clean at all times.
* Produced documentation for new and classic drink recipes.

**COMPUTER SKILLS**

**Programming**: Python, R, HTML, CSS, Javascript, A-Frame

**Applications**: Adobe CC, Substance, Figma (I prefer XD but can work with any of the UX prototyping tools), MagicDraw, Office, GSuite, etc.