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| matthew garvinux researcher | | | | | | | | | | | | | | | | | | |
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|  | P |  | 947.300.7296 |  | E |  | mtthwgrvn@gmail.com |  | A |  | Detroit, MI | | |  | W |  | mtthwx.com |
|  | | | | | | | | | | | | | | | | | | |
| overview and objective | | | | | | | | | | | |  |  | | | | | |
| Education | | | | | |
| I am a mixed methods UX researcher with a background in anthropology, human-computer interaction, and sales & marketing management. I am a professional with over 20 years’ experience, a proven track record of successful leadership and project management that elevates my skillset, design intuition, and expertise to senior and management levels. For the past 4 years, I have worked exclusively at the leading edge of research, design, and technology to create meaningful user experiences within complex sociotechnical systems. In my new role, I am seeking to deepen my organizational impact as I leverage my history of transformational leadership to support the collaborative uncovering of innovative pathways that can redefine UX and Experience Strategy. | | | | | | | | | | | |  | **School of Information at the University of Michigan**  Ann Arbor  Michigan  M.S. Information ‘21 3.9 GPA; HCI, UX, Social Computing, data science, digital archives; chaired World IA Day  **Wayne State University**  Detroit  Michigan  B.A. Anthropology ’17 3.4 GPA; Learning community president and peer mentor; FOCIS researcher in Ghana; World history, regional geography and cultural patterns, peace and conflict studies  **Columbia Central High School**  Brooklyn  Michigan  HS Diploma ’00; Gen Ed., Sales & Marketing Management, Chorus, Drama, Art, Biology KEY SKILLS  * Mixed methods * Communication * process management * collaboration * experience * leadership * management  methods  * Surveys * Usability testing * interviews * field research/ ethnography * card sorting * statistical Testing (R) * participatory / co-design * Workshop / focus group * benchmarking * competitor analysis * concept, A/B, Multivariate testing  Communications  * [Navigating the open/closed spectrum: the need for layered access in platforms for generative justice](https://www.researchgate.net/publication/361180788_Navigating_the_openclosed_spectrum_the_need_for_layered_access_in_platforms_for_generative_justice); May ’22 | 72nd Annual ICA Conference | Paris * NASA SSERVI XHab ’20 – “NASA Platform for Autonomous Systems (NPAS) AR/VR System” [[PDF](https://ntrs.nasa.gov/api/citations/20205004039/downloads/UMich_SSERVI%20XH20_FinalPresentation.pdf)] * [NASA MGSC ’20](https://www.mispacegrant.org/fall-conference/2020-fall-conference-presentations/) – “Understanding the Emerging Role of HCI in Human Space Exploration.”  leadership  * SOCHI Chair World IA Day ’21 * Chapter Leader Interaction Design Foundation ’19 – ’21 * President Undergrad Anthropology Learning Community ’15 – ’17 * Peer Mentor ’15 – ’17 * Dungeon Master ’96 - current | | | | | |
| Experience | | | | | | | | | | | |
| **08/21 ̶ Current**  **Research Asst.** | **Generative Justice Lab** | **University of Michigan**  Established and spearheaded user research plan on $1.5 million NSF grant. Organized and facilitated 2-day hybrid co-design workshop. Coordinated 20+ mini-projects with overall study. Documented participant assets, needs, and context derived from interviews, observations, and immersion. Briefed lab partners on weekly progress. [Authored chapter](https://drive.google.com/file/d/18BniDRXN1QAHjEQ33XqXnufrHKhOXi8V/view?usp=sharing) currently under review for AI and Society anthology. Inspired non-tech savvy participants to explore new applications with digital fabrication technologies. Evangelized human-centered design among lab and participants. Hired, trained, and supervised assistants.  **05/20 ̶ Current**  **Staff Writer** | **Medium** | **UX Collective**  Wrote and published two articles on practical usability, [heuristics to improve ROI](https://uxdesign.cc/use-heuristic-evaluations-prior-to-usability-testing-to-improve-roi-2d6d6865dd18) & [UX scorecards to make business](https://uxdesign.cc/quantifying-and-communicating-the-user-experience-ed0d09d4f8cf) sense during internship at Tyler Technologies, with one commenter regarding my article on UX metrics as, “one of the most knowledgeable UX articles on Medium.”  **01/21 ̶ 08/21 | Remote**  **Design Researcher** | **Convergent Aeronautics Solutions** | **NASA**  Refocused distributed meetings from discussion to decision-making, enabling iterative, agile productivity within a waterfall structure. Championed HCD and UX and presented solutions to top NASA, DoD, FAA engineers and other stakeholders. Designed Miro templates to improve productivity by “working together, alone.”  **UI Architect** | **Exploration Medical Capability** | **NASA**  Exceeded expectations with complete overhaul of SysML model information presentation. Streamlined milestone review in the Human Research Program. Architected complete design system to optimize adoption and sustainability. Documented appropriate HCD, UX, and IxD patterns, to empower MBSEngineers to cultivate a user-first approach to system development and presentation. Spearheaded usability testing to validate design system. Presented my results including a walkthrough of design system implementation to MBSE teams across NASA who regarded it as innovative and pioneering. Outpaced adoption expectations.  **09/19 ̶ 05/21**  **UX Consultant** | **Career Development Office** | **University of Michigan**  Advised large and small organizations on a variety of UX related matters. Identified usability benchmarks and low-hanging fruit for future work for IBM. Orchestrated conversation design for NPAS (NASA Platform for Autonomous Systems) at Stennis. Boosted access to accurate voting information for MI Dept. of State. Researched and developed AR “heads up” display for xEMU spacesuits and coordinated human in the loop testing. Influenced adoption of design thinking activities to improve collaboration at non-profit neighborhood development organization, GRDC. Earned a reputation as a top-tier design researcher. Motivated and mentored colleagues now at top companies like Amazon, Google, Pixar, Microsoft, and Meta.  **09/20 ̶ 02/21**  **Research Asst.** | **Social Innovations Group** | **University of Michigan**  Facilitated and coded 23 on-site interviews. Spearheaded the deployment of a collaborative Miro board to engage team in analysis by mapping codes to Psychology of Working Theory model. Co-authored paper accepted to CSCW: <https://doi.org/10.1145/3476065>  **04/20 ̶ 09/20**  **UX Research Intern** | **Public Safety** | **Tyler Technologies**  Coordinated UX research activities on 2 mobile applications and usability benchmarking on first generation cloud-based records management system for police and fire agencies across the US. Documented new heuristics and usability metrics for expanded corporate user research playbook and strategy. Captured stakeholder buy-in on feature improvements with quantitative metrics utilizing Fitts’s Law. Presented finding to product teams and review panels. Advanced a series goals to improve organizational UX maturity to corporate UX Director.  **07/17 ̶ 09/19**  **Account Manager** | **Freight Consulting** | **Nolan and Cunnings**  Audited 23 accounts, finalizing freight bills against shipping contracts and tariffs. Streamlined accounting practices with advanced Excel macros, finding nearly $500k savings (across accounts) on average per week. Interviewed and acquired new clients, established relationships and converted those relationships into growth opportunities.  **09/12 ̶ 07/17**  **Manager** | **Bar and Staff** | **Cliff Bell’s**  Maintained inventory, budget, and slashed costs by 15%. Tracked customer behavior and culture, identifying and converting local trends into sales. Collaborated with chef to customize new drink and food menu pairings. Hired and trained new employees, finalized employee schedules. Ensured bar is wellstocked and clean at all times. Documented new and classic drink recipes to streamline employee onboarding and marketing material design.  **11/06 ̶ 09/12**  **Manager** | **Bar and Staff** | **BD’s Mongolian Grill**  Same as Cliff Bell’s, but I enlivened the bar by driving transformation from a franchise bar that contracted national beer brands to focus on local Detroit and Michigan made craft beers. Increased sales by 20% in 2010.  **09/05 ̶ 12/06**  **Pvt. Party Bartender and Instructor** | **Hospitality** | **ABC Bartending**  Trained and certified over 100 bartenders. Established relationships with celebrities and business owners to acquire new business.  **06/02 ̶ 09/05**  **EDM Operator** | **Production** | **Raycon Corp.**  Produced “checkplates”. Shattered productivity expectations.  **06/00 ̶ 06/02**  **Special Projects Lead** | **Environmental Svcs.** | **University of Michigan Hosp.**  Trained new employees. Spearheaded special projects cleaning. Strengthened team overall with improved turnaround on cleaning.  **10/97 ̶ 07/05**  **Lead vocals** | **Media and Entertainment** | **Whelm (band)**  Wrote vocals and melodies. Recorded tracks for 2 studio and 4 live albums. Coordinated tour schedule with band and crew. Interviewed and hired crew. Designed and developed website and e-commerce store. Designed merchandise and marketing materials. Performed in front of thousands of fans. | | | | | | | | | | | |