**Experience  
UX Researcher and Instructor, University of Michigan School of Information**  
August 2021-present

**Matt Garvin**  
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**Key Skills**Research planning and execution  
Qualitative and quantitative methods  
Interview and survey design  
Data analysis and visualization  
Design thinking and problem solving  
UX design and prototyping  
Experience strategy and journey mapping

**Tools**XD, Figma, Invision, Sketch, Marvel  
Dovetail, Obsidian, Axure, Justinmind  
Maze, Miro/Mural, Hotjar, Usertesting.com, R, Python, Google Analytics, Tableau, Qualtrics, SurveyMonkey, Tremendous, GitHub, CodePen, Zepelin, Office, GSuite, Adobe CC, Loom…

**Education  
PhD Information**University of Michigan  
2021 – 2023 (incomplete)  
**MS Information**University of Michigan  
2019 – 2021  
**BA Anthropology**Wayne State University  
2011 – 2017

**Service  
Peer Reviewer**, Conference on Human Factors in Computing Systems (CHI), 2022  
**Chair**, World Information Architecture Day – Ann Arbor, 2020-2021  
**Chapter Leader**, Interaction Design Foundation – Ann Arbor, 2020-2021  
**President**, Anthropology Learning Community at Wayne State, 2012-2013  
**Peer Mentor**, Wayne State Anthropology, 2012-2013

* Delivered foundational user research informing the development of alternative economics opensource e-commerce platform.
* Train and mentor junior researchers.

**UX Researcher, NASA Convergent Aeronautics Solutions, Langley**May 2021-August 2021

* Transformed internal dynamics of team meetings from discussion, to a decision-making orientation.

**UX / UI Architect, NASA Exploration Medical capability, Johnson**January 2021-April 2021

* 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%.

**User Experience Designer, Fiverr, Remote**  
April 2017-February 2021

* Delivered a range of services, such as user research, wireframing, prototyping, and user testing across a diverse range of industries including e-commerce, finance, and healthcare.

**UX Researcher, Social Innovations Group, Ann Arbor**September 2020-January 2021

* RA with SIG for the semester, helping out with the ongoing SocioTechnical capital, employment, and economic mobility project. Co-authored and presented paper for CSCW ‘20

**UX Researcher, Tyler Technologies, Troy**April 2020-August 2020

* Led user research and testing efforts, identifying key pain points in the user journey and proposing new design solutions that increased user satisfaction by 20%.
* Published two articles in UX Collective on heuristics and UX scorecards, sharing insights and best practices with the broader design community.

**Account Manager, Nolan & Cunnings, Warren**

October 2017-August 2019

**Account Analyst, Nolan & Cunnings, Warren**

July 2017-October 2017

**UX Designer, FluentU, Hong Kong**January 2014-June 2017

* Successfully led the redesign of FluentU’s vocabulary learning platform, resulting in a 20% increase in user engagement and a 15% increase in daily active users.
* Developed and implemented a new user testing framework, resulting in 30% reduction in time spent identifying and resolving user pain points.