### Experience

MATT GARVIN

UX RESEARCHER

[mtthwx.com](file:///C:\Users\mtthw\Downloads\mtthwx.com)

mtthwgrvn@gmail.com

# KEY SKILLS

Research planning and design  
Remote and in-person research  
Interview and survey design  
Data analysis and visualization  
Design Thinking and Systems Thinking  
Wireframes, Prototyping, and UX Design  
Experience and Brand Strategy

## 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 (ABD) in information**University of Michigan  
2021 – 2023  
**ms in information**University of Michigan  
2019 – 2021  
**BA IN ANTHROPOLOGY**Wayne State University  
2017

## certificates

## **ixdf:** UX Mgmt Strategy & Tactics • User Research • Design Thinking • AR/VR • HCI • User Experience

## **uminn:** User research • prototyping • ui Design • evaluating ui

## **calart:** image making • typography • history of graphic design • fundamentals of graphic design

#### USer Experience rESEARCHer & INSTRUCTIONAL ASST./uNIVERSITY OF mICHIGAN, Ann Arbor

##### august 2021-present

* Led all aspects of field research (recruitment, screening, scheduling, site visits, contextual interviews, incentives, data analysis, workshop organization and facilitation).
* Oversee external vendors, grant management, tech procurement as needed for research.
* Partner with Principal Investigator in designing a research program to create a deep understanding of our users, building asset and empathy maps, other identified deliverables and frameworks for this type of research.
* Developing content and teaching over 100 grad students UX research and strategy consulting.
* Mentoring budding top talent in UX Design, Research, and Product Management.

#### iNNOVATION dESIGN rESEARCHer intern, nasa convergent aeronautics solutions, Langley research center

##### may 2021-august 2021

* Led qualitative UX practice at NASA to support urban air mobility.
* Partner with manager on the development of research and innovation design operations and practices.
* Advised distributed engineering team and other key stakeholders on UX best practices.

#### UI ARCHITECT intern, nasa Exploration Medical capability, JOHNSON SPACE CENTER

##### january 2021-april 2021

* Planned, conducted, and oversaw research and design projects with varying methodologies including
* establish presentation guidelines for range of users.
* Establish usability benchmarks. Pioneered design system to reduce milestone review timelines from months to weeks.

#### User Research Asst, SOCIAL INNOVATIONS LAB, ann arbor

##### september 2020-january 2021

* Partnered with Principal Investigator to plan field study to develop a deep understanding of employment center staff.
* Conducted and analyzed 24 user interviews.
* Collaborated with PI to co-author publication accepted to CSCW ‘19

#### INTERACTION DESIGN Consultant, cITIZEN INTERACTION DESIGN, MICHIGAN

##### september 2020-december 2020

* Client: Michigan Department of State
* Led team of 3 designers to plan user research and design activities.
* Maintained agile pace with rapid iterative testing and evaluation.

#### Conversation DESIGN Consultant, BLiSS, MICHIGAN

##### september 2020-december 2020

* Client: NASA Autonomous Systems Lab
* Developed and evangelized human-centered design iterative, human-centered design practices and led conversation design activities NPAS (NASA Platform for Autonomous Systems).

#### UX RESEARCHer intern, TYLER TECHNOLOGIES, mICHIGAN

##### APRIL 2020-AUGUST 2020

* User research and usability evaluation.
* Established UX benchmarks for enterprise products never previously engaged with UX.
* Published two articles in UX Collective on heuristics and UX scorecards.

#### UX RESEARCH consultant, INFORMED DESIGN, MICHIGAN

##### january 2020-may 2020

* Client: IBM
* Need assessment: Interaction mapping, interviewing, survey design/deployment.
* Usability evaluation: heuristic evaluation, competitive analysis, usability testing, UX benchmarking,

#### UX DESIGN Consultant, CLAWS, MICHIGAN

##### DECEMBER 2019-may 2020

* Client: NASA SUITS Challenge
* Developed and evangelized UX design practices for the Collaborative Lab Advancing Work in Space for the NASA SUITS Challenge.
* Conducted user research and facilitated human-in-the-loop testing for augmented reality interface on Microsoft Hololens.
* Demonstrated interface with team key researchers and stakeholders involved with the same project in NASA’s Human Research Program.

#### UX RESEARCH Consultant, INTERWALLA, MICHIGAN

##### september 2019-january 2020

* Client: Grandmont Rosedale Development Corporation
* Led five person team to plan and conduct contextual interviews to support digital transformation initiatives.

#### account manager, nolan & cunnings, MICHIGAN

##### october 2017-september 2019

#### account analyst, nolan & cunnings, MICHIGAN

##### august 2017-october 2017

#### bar manager, Cliff Bell’s, MICHIGAN

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# 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

PUBLICATIONS  
**Garvin, M.**, Eglash, R., Robinson, K., Robert, L., Guzdial, M., Bennett, A. (2022).  Counter-hegemonic AI: the role of artisanal identity in the design of automation for a liberated economy. In press.

Tawanna R. Dillahunt, **Matthew Garvin**, Marcy Held, and Julie Hui. 2021.[Implications for Supporting Marginalized Job Seekers: Lessons from Employment Centers](https://drive.google.com/file/d/1b_gNwT7hvo2jm2hSrwfbvnMTclzp7Gxw/view?usp=sharing). Proc. ACM Hum.-Comput. Interact. 5, CSCW2, Article 324 (October 2021), 24 pages.<https://doi.org/10.1145/3476065>

WEB ARTICLES  
Matthew Garvin (2022)[What is Systems Thinking and How Can it Improve Your UX?](https://medium.com/design-bootcamp/what-is-systems-thinking-and-how-can-it-improve-your-user-experience-6f3e3c15608c) Bootcamp  
Matthew Garvin (2020)[Use Heuristic Evaluations Prior to Usability Testing for Improved ROI](https://uxdesign.cc/use-heuristic-evaluations-prior-to-usability-testing-to-improve-roi-2d6d6865dd18). UX Collective  
Matthew Garvin (2020)[UX Scorecards: Quantifying and Communicating the User Experience](https://uxdesign.cc/quantifying-and-communicating-the-user-experience-ed0d09d4f8cf). UX Collective

##### june 2014-july 2017

#### Server / bartender, cliff bell’s, MICHIGAN

##### august 2012-june 2014