### Experience

MATT GARVIN

UX RESEARCHER

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

# KEY SKILLS

Design Ethnography, Usability, Heuristics, Accessibility, Interviewing, Contextual Inquiry, Focus Group/Workshop facilitation, Survey Design, Interdisciplinary and Cross-functional Collaboration, Visual Design, Prototyping

## contact

mtthwgrvn@gmail.com

[www.linkedin.com/in/matthew-garvin-7260724a/](file:///C:\Users\mtthw\Downloads\www.linkedin.com\in\matthew-garvin-7260724a\)

(947) 300-7296

Hamtramck, MI 48212

## EDUCATION

## **PHD in information**

University of Michigan  
2021 – 2023 incomplete  
  
**ms in information**University of Michigan  
2021  
  
**BA IN ANTHROPOLOGY**Wayne State University  
2017

## certifications

## **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

#### rESEARCH & INSTRUCTIONAL ASST./uNIVERSITY OF mICHIGAN, Ann Arbor

##### august 2021-present

Managed $500k research budget, led all aspects of field research (recruitment, screening, scheduling, site visits, contextual interviews, incentives, data analysis, workshop organization and facilitation). Taught over 100 grad students UX research and strategy consulting. Authored chapter for anthology on AI and the Future of Work (accepted).

#### iNNOVATION dESIGN rESEARCH INTERN, nasa lANGLEY RESEARCH CENTER, VIRGINIA

##### may 2021-august 2021

Work with interdisciplinary distributed team of engineers to develop interactions and meeting activities that improve the utilization of qualitative data for infrastructuring regional urban air mobility.

#### UI ARCHITECT INTERN, nasa JOHNSON SPACE CENTER, TEXAS

##### january 2021-april 2021

Conduct user research and establish presentation guidelines for range of users. Establish usability benchmarks. Pioneered design system to reduce milestone review timelines from months to weeks.

#### Research asst, university of michigan, ann arbor

##### september 2020-january 2021

Conducted and analyzed 24 user interviews. Co-authored publication accepted to CSCW ‘19

#### INTERACTION DESIGNER, cITIZEN INTERACTION DESIGN, MICHIGAN

##### september 2020-december 2020

Project manager, user research, information architecture, rapid iterative prototyping and evaluation, usability testing. Delivered social media toolkit to improve information dissemination from State government to returning citizens.

#### UX RESEARCH 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 RESEARCHER, INFORMED DESIGN, MICHIGAN

##### january 2020-may 2020

Interaction mapping, interviewing, survey design/deployment, heuristic evaluation, competitive analysis, usability testing, ux benchmarking, thematic analysis, consulting

#### UX RESEARCHER, INTERWALLA, MICHIGAN

##### september 2019-january 2020

Project manager, contextual inquiry, user interviews, artifact analysis, affinity diagramming, consulting.

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

##### october 2017-september 2019

Quantitative research and analysis, compiling financial information and reporting to clients.

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

##### august 2017-october 2017

Qualitative analysis and coding financial information for processing.

MATT GARVIN

UX RESEARCHER

mtthwx.com

# selected publications

Garvin, M. (2021). Close encounters of the HCI kind: An ethnography of human-centered approaches in space technology. Umich Deep Blue Dissertations and Theses Collection: <https://dx.doi.org/10/7302/1720>

Garvin, M. (2020). [UX Scorecards: Quantifying and communicating the user experience](https://uxdesign.cc/quantifying-and-communicating-the-user-experience-ed0d09d4f8cf). UX Collective.

Garvin, M. (2020[). For improved ROI, conduct heuristic evaluations prior to usability testing](https://uxdesign.cc/use-heuristic-evaluations-prior-to-usability-testing-to-improve-roi-2d6d6865dd18). UX Collective

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

##### june 2014-july 2017

Interviewing, training, scheduling, managing teammates. Tracking inventory, and sales. Designing new experiences in collaboration with chef and management.

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

##### august 2012-june 2014

#### peer mentor, wayne state university, MICHIGAN

##### september 2012-august 2013

President of undergraduate anthropology learning community. Organized interdepartmental festival for the International Day of Peace.

#### Server / bartender, Gemmayze, MICHIGAN

##### april 2011-august 2012

#### bar manager, Bd’s mongolian grill, MICHIGAN

##### march 2009-april 2011

#### supervisor (“Mentor”), bd’s mongolian grill, MICHIGAN

##### july 2008-march 2009

#### server / bartender, bd’s mongolian grill, MICHIGAN / florida

##### november 2006-march 2009