

# MATTHEW GARVIN

UX RESEARCHER

Clawson, MI

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## SUMMARY

Human-Computer Interaction grad student seeking internship in UX Research to gain hands-on experience. Strong technical proficiency with qualitative research combined with a work history in customer service and hospitality. In-depth knowledge of anthropological mixed methods research coupled with user-centered experience research and interaction design. Proven history of collaborative problem-solving and leadership.

## EDUCATION

University of Michigan, Ann Arbor  
MS Information (UX/HCI)

- 3.9 GPA
- SEDS@UM
- SIMA/SOCHI

Wayne State University, Detroit  
BA Anthropology (Four-Field)

- Honors Transfer Scholar
- President Anthro Undergrad Learning Community
- Peer Mentor

## KEY SKILLS

Qualitative Methods  
Usability Testing  
Accessibility  
Python (Programming)  
Web Design (HTML/CSS/jQuery)  
Visual Communication  
Design Thinking  
Synthesis and Strategy

## CONSULTING

Usability Consultant | IBM  
Usability Lab Coordinator for SEDS@UM  
UX Research PM for Grandmont Rosedale Development Corporation

## EXPERIENCE

8/17 – 3/19

Account Manager • Accounting • Nolan & Cunnings

- Oversaw key accounts to ensure alignment with individual needs.
- Built and strengthened relationships with trucking companies and airlines to optimize daily operations.
- Produced, organized and submitted export paperwork to meet all applicable resolutions.

8/12 – 5/16

Bartender • Hospitality • Cliff Bell's

- Multitasked to meet customer, business operations and server needs with minimal errors or delays.
- Worked with management to plan and implement special events to boost customer numbers and profits.
- Optimized bar inventory and storage to effectively meet expected business levels with adequate stock of alcohol, soft drinks and other supplies.

11/06 – 7/12

Lead Bartender • Hospitality • BD's Mongolian Grill

- Worked with management to plan and implement special events to boost customer numbers and profits.
- Restocked beer and liquor on regular schedule and after special events to prepare for forecasted needs.
- Estimated daily beverage consumption to maintain proper inventory levels.