Nathan B. Petts

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Work I Have Done

User Research and Design Intern
Basecamp
June 2016 - August 2016

User Research

- Led research about a key Basecamp product feature and whether it is actually helping customers work with their clients more effectively. Conceived a research plan to explore the question.
- Conducted phone interviews to uncover the issues involved. Armed with knowledge from the phone interviews, proceeded with six on-site sessions to observe customers doing their work and to document the work flows. The focus was how Basecamp users onboard clients and get client approvals and whether they are using the feature as intended.
- Compiled and analyzed notes and transcripts and posted a company-wide report. The report's insights led to new ideas about how to proceed with future development related to the feature.

Design

- Research revealed that users were not aware of a specific feature for sharing information with clients.
- Evaluated sketches with a team and settled on a design. Incorporated feedback and created an interactive prototype of the design in a local Basecamp development environment using Ruby, Rails and Coffeescript.
- Wrote a blog post and made a movie to pitch the idea to the company

Accessibility Evaluation - Evaluated Basecamp's interface for screen reader compatibility and wrote a summary of the main issues for reference during future product development related to accessibility guidelines.

MATEC Technologist
University of Illinois at Chicago
March 2014 - May 2016

Web Design & Project Management

- Completed a content audit as well as accessibility and heuristic evaluations of the site and systems.
- Conducted user interviews and contextual analyses to gather user requirements.
- Translated business requirements into specifications for a contracted vendor.
- Wrote personas and managed feature backlog.
- Migrated and curated content for the new site.
- Implemented a Drupal-based website in line with modern web standards.

Ops & Data Management - Ensure data integrity by troubleshooting data errors and bugs and training users on effective data collection processes. Provide management with accurate, timely customized reports using web interfaces, PHP and MySQL.

Technology Support Specialist
Rush University Medical Library
October 2012 - February 2014

- Guided the redesign of the library website and executed updates that delivered a highly organized, more intuitive user interface. Solely responsible for website content migration from Fatwire CMS to Libguides CMS resulting in positive reviews from user community.
- Provided support for Blackboard Learning Management System, improving patron understanding and increasing their use of the system.

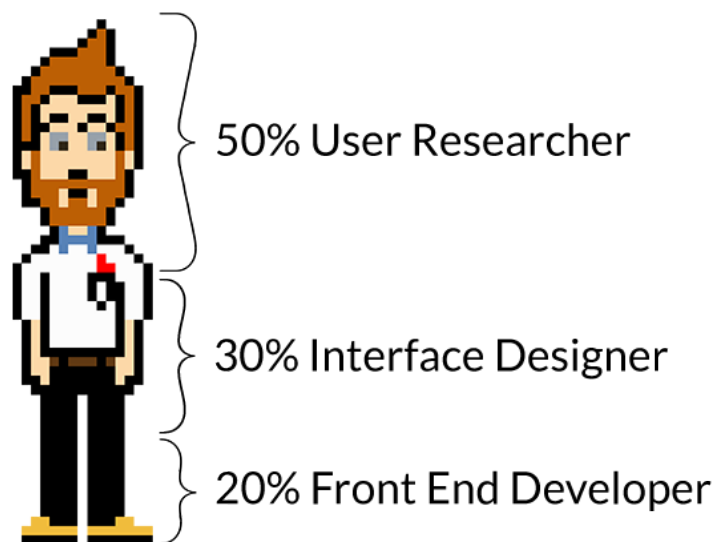## Things I Can Do

Fig. 1 - Components

50% User Researcher

30% Interface Designer

20% Front End Developer

Fig. 2 - Skills and Tools

Tools
- Photoshop
- Illustrator
- InDesign
- Axure
- JavaScript
- CSS/Sass & HTML
- Ruby on Rails
- Git & GitHub
- SQL

Skills
- Sketching
- Interface design
- Interviewing
- User Research
- Storytelling
- Acting

1 - We've Just Met
2 - We Say "Hi" at Parties
3 - We're Becoming Fast Fr
4 - We Vacation Together
5 - Best Friends, Forever

Places I Have Learned

DePaul University - Master of Science in Human Computer Interaction with Distinction, June 2016
University of Michigan - Bachelor of Fine Arts in Theater Performance, April 2005

Find Me on the Web

My Design Portfolio - www.nathanpetts.com/
What I Did with My Summer at Basecamp - http://goo.gl/bxf2hd
My Linkedin profile - www.linkedin.com/in/nathanpetts

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