# Nathan Petts
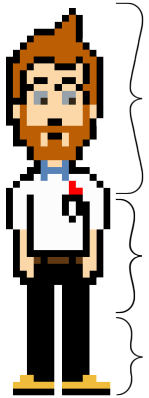
734.255.9042
nbpetts@gmail.com
Portland, OR

50% User Researcher

30% UX/UI Designer

20% Front End Developer

**Tools**

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Photoshop | | | | | 5 |
| Illustrator | | | 3 | | |
| InDesign | | | 3 | | |
| Axure | | | | 4 | |
| JavaScript | | | | 4 | |
| CSS/Sass & HTML | | | | | 5 |
| Ruby on Rails | | | 3 | | |
| Git & GitHub | | | 3 | | |
| SQL | | 2 | | | |

**Skills**

| | | | | | |
|---|---|---|---|---|---|
| Sketching | | | 3 | | |
| Interface design | | | 3 | | |
| Interviewing | | | | 4 | |
| User research | | | | 4 | |
| Storytelling | | | | | 5 |
| Acting | | | | | 5 |

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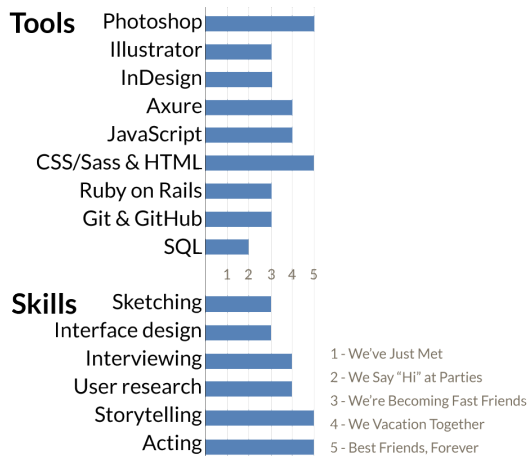
## Degrees

**MS Human Computer Interaction with Distinction** - DePaul University, 4.0 GPA

**BFA Theater Performance** - University of Michigan

## On the Web

**Design Portfolio**

www.nathanpetts.com/

**Writing Sample**

http://goo.gl/bxf2hd

**LinkedIn Profile**

www.linkedin.com/in/nathanpetts

## Contract & Pro Bono UX Design & Research

September 2016 - Present

- Create data visualizations for MATEC, a former employer, using JavaScript libraries, PHP and SQL
- Design a responsive, dynamic website with Ruby on Rails for a local stand-up comedian
- Write and edit a paper with two other researchers about improving graph accessibility on the web

## User Research and UX Design Intern @ Basecamp

June 2016 - August 2016

**User Research Activities**

- Spearheaded a research project to answer the question "Are Basecamp's premium features solving user's problems?"; wrote interview scripts, recruited participants, conducted interviews and on-site contextual inquiries, documented workflows
- Compiled and analyzed notes and transcripts; posted a company-wide report on the findings leading to new, research-based ideas about how to proceed with future development
- Completed a heuristic evaluation of Basecamp's interface for people who are blind; summarized the main issues providing a deeper understanding of accessibility issues for future product development

**UX Design**

- Advocated the redesign of a user flow that research showed was hidden in the interface
- Sketched ideas of how to make the feature easier to find; discussed ideas with a team of designers to determine the most effective flow; coded a high fidelity prototype using Ruby on Rails

## Technologist @ MATEC/University of Illinois at Chicago

March 2014 - May 2016

**Website Redesign Project**

- Project manager for the redesign of MATEC's website; stakeholders included healthcare professionals and federal and university IT administrators
- Conducted user interviews and contextual analyses to gather user requirements; translated business and user requirements into vendor specifications; wrote personas and managed feature backlog for the developers
- Delivered a responsive website, under budget, with improved code management and security

**Ops & Data Management**

- Reverse-engineered and managed a legacy database, improved data integrity by troubleshooting bugs and data errors
- Provided training and documentation to staff resulting in accurate and timely data entry

## Technology Support Specialist @ Rush University Medical Library

November 2005 - February 2014

- Solely responsible for library website redesign and content migration to a modern CMS resulting in positive reviews from user community
- Recognized by supervisors and co-workers for empathetic and knowledgeable technology support for clinicians, professors and students

## Actor @ Chicago, IL

Ongoing

- Collaborate with many types of people to achieve a single objective: entertain audiences big and small; learned empathy, how to tell a story, read an audience and think on my feet