

Nicholas L. Mitchell

Listener, Thinker & Problem Solver

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Education

The University of Texas at Austin
Austin, TX (Spring 2013)

MS in Information Studies, GPA 3.9
Focus: Information Architecture, User Experience Design, Content Strategy

The Ohio State University
Columbus, OH (Fall 2010)

BA in Art History, GPA 3.4
Focus: Contemporary Art and Design, New Media

Lakeland Community College
Kirtland, OH (2004 – 2006)

Technical Coursework
Focus: Computer Science, Web Design, Programming

Experience

Web Developer

Q1 Media
Austin, TX (May 2013 – Present)

- Maintain, test, and contribute JavaScript, HTML5, CSS3 and PHP code for internal software and client-facing web apps reaching over 150 mil unique users
- Design wireframes for new ad units based on client specs, user and stakeholder needs
- Collaborate with across teams with agile methods and guidelines as well as Git version control
- Watch current trends/technologies and introduce into workflow and apps when appropriate

UX & Usability Researcher

Design For Use
Austin, TX (Aug. 2013 – Aug. 2013)

- Worked collaboratively with UX, Usability, and Marketing teams along with client stakeholders to measure UX and usability for two high-fidelity prototypes
- Observed and recorded UX/usability issues from roughly 20 targeted users in one hour sessions
- Measured research results and compiled conclusions into findings document

Research Assistant

Texas Digital Library
Austin, TX (Sep. 2011 – May 2013)

- Customized HTML, CSS, and XML for user needs and local projects in a LAMP environment
- Resolved a wide range of technical issues related to cloud-hosted services
- Collected user feedback from surveys for over 100 targeted users to improve TDL web services
- Communicated with users and analyzed traffic to identify needs and emerging trends

Visual Resources Intern

Fine Arts Library
Austin, TX (Feb. 2012 – May 2012)

- Organization and collection development for artwork database and CMS
- Developed a controlled vocabulary for CMS metadata
- Compiled and edited image copies with Adobe Photoshop

Lead Sales Associate

Urban Outfitters
Columbus, OH (Sep. 2007 – Apr. 2011)

- Led and organized projects team projects, daily operations
- Worked with and assisted customers to ensure great in-store experiences
- Designed product displays for sales and promotional items

Skills

- | | | | |
|----------------------------|---------------------|--------------|---------------------------|
| ○ Information Architecture | ○ User Research | ○ JavaScript | ○ Omnigraffle/Wireframing |
| ○ Content Strategy | ○ Database Design | ○ HTML5 | ○ PHP |
| ○ User-Centered Design | ○ Usability Testing | ○ CSS3 | ○ Wordpress |

Projects

Responsive UI Development & Design - Developed a UI and responsive website for a large visual resource collection to address users with diverse discipline knowledge. Hand-coded the website in HTML, CSS, PHP, JQuery and JavaScript. Designed and built a database in MySQL. Responsible for sketching, wireframing, prototyping, and design. Designs and interactions were evaluated by users. Prepared a usability testing plan.

Information Architecture & Usability Tests - Worked with Austin startup to (re)design and build information architecture. In design iterations, met with stakeholders, performed user research, built and tested lo-fi / hi-fi wireframes, organized company assets, implemented website into a content management system, wrote custom HTML, CSS and PHP and ran two planned usability tests. Produced full strategy document for company executives.

Mobile Interaction Design - Designed a mobile prototype for an original app idea. Using user-centered and iterative methods, I moved from design concept to paper prototype to low-fidelity to a final high-fidelity prototype. Moving through each stage of app development, I collected user feedback data in the form of surveys and interviews as well as data from heuristic evaluators. Balsamiq, InVision, Proto.io, Omnigraffle, Illustrator, and Photoshop were used in design and development.