

Quinton DeVries

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Education

University of Michigan, School of Information - Ann Arbor, MI

Master of Science in Information in UX Research

Apr 2020

- Relevant coursework: Contextual Inquiry; Python Programming; Introduction to Interaction Design; Fundamentals of Human Behavior; Idea Generation

Iowa State University - Ames, IA

Bachelor of Science in Psychology

May 2016

- Relevant coursework: Marketing Principles, Consumer Behavior in Marketing; Consumer Aesthetics & Retail Branding; Cognitive and Motivational Psychology, Research Methods

Work Experience

University of Michigan, School of Information - Ann Arbor, MI

- *Research Assistant (Engineering, Design Thinking, Front-End Design Lab)* *Sept 2018 - Current*
 - Conducting user interviews to study front-end design practices and ideation
 - Comparing how design processes are being taught in engineering verses how they compare to best practices in design
 - Analyzing previous user studies and quantitative research data to aid in the early stages of concept generation and selection

Iowa State University - Ames, IA

- *Research Assistant (Social Psychology, Neuropsychology, and College of Business)* *Aug 2014 - Aug 2016*
 - Designed and moderated a research study in Managerial Accounting/Neuropsychology
 - Became proficient in various online survey mediums for in-lab and online participant studies (Qualtrics, SurveyMonkey, Google Forms)
 - Revitalized College of Business Neuro Lab with interdisciplinary faculty team
 - Managed interdisciplinary student team updating lab procedures and documentation

Other Experience

QA Graphics - Ankeny, IA

- *Sales and Marketing Assistant* *May 2017 - Oct 2017*
 - Conducted market research to align customer needs with organizational goals
 - Managed Salesforce database and customer assets to keep sales/marketing initiatives moving
 - Assigned projects in Proworkflow and Sharepoint to ensure timelines and correspondences were communicated between team and clients
 - Built relationships and trust with over 100+ clients through effective communications and excellent customer service

American Equity - Des Moines, IA

- *Annuity Service Technician* *Oct 2016 - Dec 2016*
 - Identified and assessed customers needs to increase customer affect
 - Managed an average of 80 customer/agent calls and 25 emails meeting weekly quotas
 - De-escalated user issues with empathy, critical listening, and active customer engagement

Leadership

- Presented research findings and future implementations to graduate students and professors at Iowa State University Neuro Day
- Managed \$500 restart budget for College of Business Neuro Lab
- Fraternity homecoming chair, alumni relations chair, interfraternity council representative