Ricardo Jonathan

rjonatha@umich.edu · (206) 779-6777

https://rjonatha.github.io
linkedin.com/in/ricardojonathan

EDUCATION

University of Michigan, Ann Arbor, MI   **Graduated:** December 2021
Bachelor of Science in Information: UX & Human-Computer Interaction   **Major GPA:** 3.84/4.00
Minor in Statistics / Data Science & Pathway in Social Media Analytics   **Cum GPA:** 3.70/4.00
College Honors, Thesis Option, Summa Cum Laude, Internship Award

SKILLS

Design: Wireframing, Prototyping, Branding, Illustration, Personas, Scenarios, Storyboarding, Sketch
Research: Heuristic Evaluation, Competitive Analysis, Contextual Inquiry, Usability Test, A/B Testing
Methods: User Interviews, Survey Design, Focus Group, Journey Mapping, Qual & Quant Data Analysis
Tools: Adobe CC, Sketch & Figma, UserTesting, InVision, Mural & Miro, Tableau, MS Office, G Suite
Development: HTML, CSS, PHP, Python, Java, C/C++, R, SQL, VB, Bootstrap, JavaScript, jQuery

EXPERIENCE

University of Michigan SocialWorlds Lab   **08 / 21 - Present**
UX Researcher   Ann Arbor, MI
- Collaborated with MIT, Stanford, and UW to investigate the design features of a variety of 10+ platforms
- Labeled the platforms using 30+ pages code book with around 100+ technology design dimensions

Zerowait Inc.   **05 / 21 - 08 / 21**
UX/Product Developer   Remote
- Led a team of 6 developers to connect 1,000+ consumers with experts based on interests via zoom
- Implemented the product strategy and brand direction that contributed to 300% increase in revenue

University of Maryland Human-Computer Interaction Lab   **09 / 20 - 05 / 21**
UX/Product Designer   College Park, MD
- Designed a mobile app and website to help facilitate science learning for 100+ youth with disability
- Promoted disability awareness to 500+ people for building a strong community of science learning

Overseas Association Embassy of Indonesia   **09 / 20 - 05 / 21**
Support/Solutions Engineer   Washington, DC
- Troubleshooted and acted as a customer service with websites, social media, IT software, and webinar
- Tested new features and software applications by analyzing requirements and from consumer feedback

Mega Mandiri Cemerlang Inc.   **05 / 20 - 08 / 20**
Product Manager/Analyst   Jakarta, Indonesia
- Developed end-to-end web scraper and database pipeline to collect 1,000+ real estate listings
- Conducted market research and identified unique selling points for 100+ agents of product services

ADDITIONAL

- Won 1st Prize in the World Association of Abacus and Mental Arithmetic Competition
- Alpha Phi Omega National Service Fraternity, United States 500,000+ collegiate
- National Residence Hall Honorary, top 1% of student leaders living on campus
- Phi Theta Kappa National Honor Society, top 5% of class across college
- Tau Sigma National Honor Society, top 10% of all incoming transfer students