

Nicole Condon

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Portfolio

PROFILE

UX designer and researcher specializing in usability testing, accessibility, interviewing, information architecture, and journey mapping to drive intuitive, user-centered design solutions.

KEY SKILLS

Technical Skills:

- Experience designing surveys, usability testing, qualitative moderation, focus groups, card sorts and more.
- Proficient in using prototyping software such as Figma.
- Experience with MAXQDA and Dovetail.
- Skilled in Qualtrics.
- Experience in HTML/CSS and JavaScript development.
- Familiar with designing and prototyping in Unity engine.

Languages: English (first language), Russian (intermediate)

EDUCATION

City, University of London MSc Human-Computer Interaction Design (3.55 GPA) 2023 - 2024

- Key modules:
 - Interaction Design: Learned the foundation of human-computer interaction design and applied these concepts in a user-centred design process. (4.0 GPA)
 - Virtual Reality Development: Learned to design and develop immersive virtual reality experiences with Unity engine through a user-centred design approach. (3.7 GPA)
 - Web Design and Development: Learned HTML, CSS, and JavaScript. (3.6 GPA)
 - Inclusive Design: Implemented the Web Content Accessibility Guidelines (WCAG) through conducting an accessibility audit. (3.5 GPA)

University of South Florida, Tampa BA (with Hons) in Psychology (3.94 GPA) 2018 - 2019

- Key modules:
 - Cognitive Psychology: Gained an understanding of methods, findings, and analyses of information processing, thinking, problem-solving, and emotions. (4.0 GPA)
 - Psychology of Aging: Studied psychological components of the ageing process related to cognition, perception, and personality. (4.0 GPA)
 - Psychological Tests and Measurements: Acquired knowledge in quantitative data instruments and analysis. (4.0 GPA)

RELEVANT WORK EXPERIENCE

4th Wave Business Solutions, New York City UX Researcher & Designer Dec. 2023 - Dec. 2024

- Led client interviews with to uncover challenges in digital infrastructure projects.
- Mapped the end-to-end customer journey to identify pain points.
- Conducted moderated usability testing on the company website, portals, and self-service tools.
- Improved client documentation for easier infrastructure management.
- Analyzed competitors UX approaches to identify differentiation opportunities.
- Evaluated internal tools for field technicians and support teams via interviews and questionnaires.

Reference: Bob Greiner - Founder - Bob@4th-wave.com

Bath Professional, Orlando FL UX Researcher & Designer Jun. 2023 - Dec. 2023

- Conducted a heuristic evaluation on the company website to identify usability issues before testing.
- Ran moderated usability tests with key user groups to assess the website experience.
- Conducted a questionnaire with users (SUPR-Q) to measure the overall user experience of the website.

- Ran card sorting sessions with users to evaluate information architecture of the company website.
- Analyzed findings to highlight usability issues and positive interactions.
- Created redesigns of company website and presented them to stakeholders alongside research insights.
- Compiled a detailed usability report for stakeholders.

Reference: Vitaly Nikiporonok - Founder - support@bathprofessional.com

Usertesting, Remote User Experience Testing Panel Contributor Mar. 2021 - Mar. 2022

- Communicated transparent and productive feedback on products and services.
- Proposed valuable suggestions for improvement regarding prototypes.
- Reported results about usability and overall user experience after interacting with prototypes and products.
- Gained an understanding of how to conduct remote (unmoderated and moderated) usability testing.

OTHER WORK EXPERIENCE

Tribeca Dental Associates, New York City Dental Receptionist Apr. 2022 - Jun. 2023

- Collaborated with patients, dental care practitioners, and other team members to ensure the highest quality of care.
- Remained updated on the advancements and of modern dental care through seminars, routine team meetings and independent study.
- Communicated daily with customers and answered all inquiries while providing exceptional customer service to meet their needs.

PROJECTS

Interactive Library Kiosk (4.0 GPA) Nov. 2023 - Dec. 2023

Module: Interaction Design

Topic: Enhancing the library experience for users at a chosen local library.

Role: Designer and user researcher.

Aim: Implement and document user research, user-centered design principles, and evaluation activities.

Outcomes: Wireframes, user journeys, product design poster, personas, and a storyboard.

Celestial Mode (3.7 GPA) Mar. 2024 - May. 2024

Module: Virtual Reality Development

Topic: A serene virtual reality sanctuary in outer space to help players relax and learn.

Role: Designer and developer.

Aim: Design an immersive VR cultural experience in Unity using a user-centered approach

Outcome: Planning document, demo, and final Unity project and report.

NYC Tourism Website (3.6 GPA) Oct. 2023 - Dec. 2023

Module: Information Architecture

Topic: A website designed for first-time visitors of New York City, offering essential tourism information.

Role: Designer, information architect, and user researcher.

Aim: Demonstrate, design, and evaluate the information architecture of a website on a chosen topic.

Outcomes: Comprehensive site map, user journey, and domain map along with wireframes and subsequent usability tests.

Charity Website UX Evaluation (3.7 GPA) March 2024 – May 2024

Module: Evaluating Interactive Systems

Topic: A user experience evaluation of a given charity's website.

Role: User researcher, Designer, presenter

Aim: Plan, conduct, and analyze the findings from an evaluation of a given website, in response to a brief developed for a specific charity organization. The evaluation included participant recruitment, several moderated usability tests, surveys, and data analysis.

Outcomes: Redesign recommendations, report, and stakeholder presentation.