# STEVEN **FOUNTAIN**

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Aspiring front-end web developer with a background in the User Experience industry. Well-practiced with JavaScript and the front-end framework Vue.js.

## KEY SKILLS

| | | | | |
|---|---|---|---|---|
| -JavaScript | -HTML/CSS | -jQuery | -SCSS | -SQL |
| -User Experience | -Accessibility | -Version Control | -Responsive Design | -CLI |

## EDUCATION

**AUGUST 2019**

### FRONT END WEB DEVELOPMENT CERTIFICATE, UNIVERSITY OF WASHINGTON

- Created webpages based on provided mock-ups
- Built responsive, semantic client-side web applications with API integration
- Utilized technologies and languages such as HTML/CSS, JavaScript, Axios, Git, GitHub, Vue.js

**JUNE 2011**

### BA: TECHNOLOGY & INNOVATION MANAGEMENT, UNIVERSITY OF WASHINGTON

## EXPERIENCE

**4/2019 – CURRENT**

### RESEARCH OPERATIONS LEAD TECHNICAL PM, MICROSOFT/HARMAN

- Oversee lab operation team members and UX research facilities across Microsoft's campus – 7 buildings with a total of 45 labs.
- Upgraded our existing team website to a SharePoint site, integrating a live streaming page giving stakeholders the ability to remotely view currently running UX studies.

**1/2014 – 4/2019**

### XBOX RESEARCH OPERATIONS PM TECH & FACILITIES, MICROSOFT/HARMAN

- Lead member of an essential UX research operations planning team, responsible for the daily operations of three-18 station playtest labs and 11 multi-purpose labs, ensuring all technical specifications and standards are met
- Utilized troubleshooting techniques on various types of hardware and software such as advanced A/V systems, gaming systems, PCs, mobile devices, etc.

**9/2012 – 1/2014**

### XBOX USER RESEARCH ASSISTANT, MICROSOFT/HARMAN

- Supported researchers by facilitating institutionalized research methods. Responsibilities included gathering requirements, understanding needs, developing plans of action, tracking time and progress, and communicating statuses.
- Improved a public-facing gratuity process by more accurately predicting product demands which led to cost savings and minimizing excess inventory.