

# STEVEN FOUNTAIN

Seattle, WA · 425.318.0273

[steven.fountain@outlook.com](mailto:steven.fountain@outlook.com) · [stevenfountain.com](http://stevenfountain.com)

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

## 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 an existing tool by designing and developing an internal web app utilizing Node.js and Vue.js, 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.

## 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**