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| Steven Fountain  Seattle, WA · 425.318.0273  steven.fountain@outlook.com · 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

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| 4/2019 – currentResearch 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 – 4/2019Xbox 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 – 1/2014Xbox 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

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| August 2019Front 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 2011ba: technology & innovation management, university of washington |