

Jeff Smith

smith.j.patrick@gmail.com | (978) 729-1045 | linkedin.com/in/-jeff-smith | www.jeffsmithux.com

EXPERIENCE

JobStep, Remote

UX/UI Design Contractor

February 2021 – April 2021

- Incorporated customer feedback into wireframes, mock ups, and prototype to support the rebuild of JobStep's on-boarding form.
- Iterated through early design concepts for desktop and mobile web from low to high fidelity.
- Conceptualized and designed new feature to help users quickly and easily find and fix issues.
- Streamlined the form experience by only displaying the questions that are relevant to each user.

Yummly, Remote

Usability Research Consultant

July 2020 – September 2020

- Collaborated with product team to optimize research plan and align it with research objectives.
- Moderated 18 customer interviews and led post-interview debriefs with note taker(s).
- Synthesized data and distilled research insights into actionable recommendations to improve discovery and usability of Yummly's paid features.

National Grid, Waltham, MA

Lead Planning Engineer

June 2018 – November 2018

Senior Planning Engineer

June 2016 – June 2018

Planning Engineer

June 2011 – June 2016

- Improved service to thousands of customers annually by designing pipelines that increase overall system performance.
- Built, maintained, and operated gas system prototypes to A/B test and validate design decisions for all gas engineering departments.
- Secured millions of dollars in funding for projects by effectively communicating design options and customer benefits to cross-functional teams and executive stakeholders.

EDUCATION

Bentley University McCallum Graduate School of Business, Waltham, MA

MS Human Factors in Information Design, GPA: 3.88

May 2020

Beta Gamma Sigma Honor Society

Duke University Pratt School of Engineering, Durham, NC

BS Civil Engineering

June 2008

COMMUNITY & ACHIEVEMENTS

PegAssist

December 2020 – February 2021

- Built new prototype and collaborated with developer to update existing interface components to improve usability and accessibility.
- Developed user feedback survey to support ongoing user research and future product updates.

MA Judiciary

March 2020 – May 2020

- Audited online survey and provided recommendations to improve usability and responder engagement.

Boston Children's Hospital Hacking Pediatrics

April 2020

- First place – Best overall design for a communication app prototype for patients to combat social isolation while hospitalized.

TECHNICAL SKILLS

Figma, HTML, CSS, Illustrator, InVision, Microsoft Office, Photoshop, Sketch, UserTesting.com