

JENNIFER NWAOGWUGWU

M.S.I.S., Human-Computer Interaction

www.jgwu.info

Contact

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832-279-7740

Education

The University of Texas at Austin

M.S. in Information Studies
Human-Computer Interaction
Aug 2017 - May 2019

B.S. in Communication Science & Disorders

Speech-Language Pathology
Aug 2011 - May 2015

Design Skills

Prototyping
Wireframing
Interaction Design
Scenario Mapping
Storyboarding
Persona

Research Skills

Interview
Affinity Diagram
Task Analysis
Contextual Inquiry
Competitive Analysis
Survey Creation
Usage Flow Model
Usability Testing
SUS/SEQ Survey

Tools

Sketch
InVision
Adobe Creative Cloud
Figma
Balsamiq
HTML/CSS
GitHub
Slack

Relevant Experience

STEM Migration QA (Remote)

Macmillan Learning, Austin, TX • Nov 2017 - Present

Edit content formatting, grammar, and clarity
Review and update HTML5 functionality for user experience and accessibility

Taxonomy & UX Writer Intern

SailPoint, Austin, TX • June - Aug 2018

Created and implemented on-boarding experiences in the SailPoint IDN web app
Utilized Adobe XD, Adobe Creative Cloud, Jira, Pendo

Benefits Technician

Austin Independent School District, Austin, TX • May 2017 - Aug 2017

Entered and managed data using Excel and Google Sheets
Responded to inquiries by phone, from face-to-face, or via email

Technical Customer Service Agent

Macmillan Learning, Austin, TX • Aug 2016 - Feb 2017

Provided technical support on product functionality, user experience, and content
Used Salesforce to track customer satisfaction

Project Manager

National Rural Accountable Care Organization, Austin, TX • June 2016 - July 2016

Aggregated information into a scorecard report and tracked data accordingly
Facilitated communication between customer, IT, and other Caravan Health team members

Design & Research Experience

Indeed.com: Trust and Job Search, Website

UX Research • Jan 2019 - May 2019

Indeed brand trust and employer response among different job seeker demographics

Clinician Language Disorder Evaluation, Mobile App

UX Design • Aug - Dec 2018

Initiated the design for an app for clinicians to evaluate students in school districts

Nurtured By Design: The Zaky, Mobile App

UX Design • Jan - May 2018

Prototyped a biometric tracking app that captures infant vitals via bluetooth

Longhorn Mobile Market, Mobile App

UX Research and Design • Aug - Dec 2017

Defined and developed standards of UT peer-to-peer buying and selling