

# JENNIFER NWAOGWUGWU

## Contact

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## 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  
HTML/CSS

## 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

## Work Experience

### Migration QA (Contract, Remote)

Macmillan Learning, Austin, TX • Nov 2017 - Present  
Edit content formatting, grammar, and clarity  
Review and update HTML5 functionality

### 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

### Technical Customer Service Agent (Contract)

Macmillan Learning, Austin, TX • August 2016 - Feb 2017  
Provided technical support on product functionality, user experience, and content  
Used Salesforce to track customer satisfaction

## Relevant Projects

### Indeed.com: Trust and Job Search, Website

UX Research • Jan 2019 - Present  
Indeed brand trust and employer response among different job seeker demographics

### Post-Partum Depression Awareness, Mobile App

UX Design • Jan 2019 - Present  
Ideate and prototype an app that promotes post-partum depression awareness

### 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

### Texas Department of Transportation: Online Newsroom, Website

UX Research • Aug - Dec 2018  
Executed research for the TxDOT website and gave recommendations for future steps

### Nurtured By Design: The Zaky, Mobile App

UX Design • Jan - May 2018  
Prototyped a biometric tracking app that captures infant vitals via bluetooth

### American Music Therapy Association, Website

UX Research and Design • Jan - May 2018  
Evaluated, remodeled the information architecture, and prototyped a new website

### Longhorn Mobile Market, Mobile App

UX Research and Design • Aug - Dec 2017  
Developed and defined standards of UT peer-to-peer buying and selling