

DARREN SCHMIDT

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SUMMARY

UX Researcher supports product development and works closely with customers to optimize their experiences. Implementing multi-method research studies to understand users, validate designs, improve products, and measure experiences. Communicating with clients and effectively collaborating with product teams to execute deliverables. Presenting findings to stakeholders in a clear, actionable and compelling way.

TECHNICAL SKILLS

UX/UI: Affinity Diagramming, Journey Maps, Storyboarding, Wireframing, User Testing, User Empathy, Surveys, Comparative Analysis, Heuristic Evaluations, Qualitative and Quantitative Research Methods, Card Sorting, User Personas, A/B Testing, Data Analysis and Reporting, Loop11, Google Analytics, Adobe XD, Figma, Sketch, InVision, HTML, CSS, SaaS, B2B, Miro, Trello, Slack, Teams, Google Drive, Public Speaking, and Presentations.

EXPERIENCE

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|---|------------------------------|
| UX Researcher (contract)
Dell Technologies | Jan. 2021- Present
Remote |
| <ul style="list-style-type: none">Created and conducted qualitative and quantitative research studies including usability and RITE testing.Collected and analyzed customer feedback and presented to stakeholders for user-centered design. | |
| UX Researcher
American Youth Literacy Foundation | May - Dec. 2020
Remote |
| <ul style="list-style-type: none">Conducted user interviews and beta testing to synthesize data and validate FUNetix software development.Gathered UX research, analyzed user testing data and collaborated with teams to communicate results. | |
| LX Designer
A Pass Educational Group, LLC | 2020
Remote |
| <ul style="list-style-type: none">Developed storyboards and directed the production team for all on-screen elements and interactivity.Designed courses for asynchronous Articulate Storyline modules, based on an initial needs analysis. | |
| Teaching Assistant
UX/UI Bootcamp McCombs School of Business | 2019 - 2020
Austin, TX |
| <ul style="list-style-type: none">Assisted classroom instruction for students learning UX/UI curriculum: research, design and development for digital solutions through mobile apps and websites. | |
| CX Researcher
Abrams Learning Trends | 2017 - 2018
Austin, TX |
| <ul style="list-style-type: none">Created compelling customer experiences for users of digital products and K-12 program materials.Conducted customer research interviews for user experiences.Researched customer experience for design improvements for collaborative product team solutions. | |

EDUCATION

UX/UI Bootcamp Certificate: University of Texas, McCombs School of Business, Austin, TX

Master of Education, Educational Technology: Northern Arizona University, Flagstaff, AZ

Bachelor of Arts, Social Sciences: Arizona State University, Tempe, AZ