MATTHEW PHILLIPS

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EDUCATION

Kent State University, Kent, OH   *December 2017*
Master of Science: User Experience Design

University at Buffalo, Buffalo, NY   *May 2015*
Master of Arts: Cultural Anthropology

State University of New York, Potsdam, NY   *May 2013*
Bachelor of Arts: Anthropology & Archaeology

SKILLS

- Proficiency with User Experience Design/Research software NVivo, Axure RP, Sketch, Adobe CC, InVision, Figma, Abstract, and Omnigraffle.

- Can produce UX deliverables such as wireframes, sitemaps, user personas, user workflows, user journeys/storyboards, content inventory, and prototypes.

- User Research Methodology experience for gathering qualitative and quantitative data (remote and in-person) including generating research plans, gathering requirements, ethnographic study, interviewing, surveys, focus groups, usability testing, card sorting, data analysis, information architecture, and presenting findings to stakeholders.

- Experience leading team projects and design sprints in an agile methodology.

- 7+ years of experience in research methodology and practices.

- 8 years of experience in user experience research and design.

WORK EXPERIENCE

Mutual of Omaha, Omaha, NE   *September 2018 - Present*
Senior User Experience Designer

- Collaborate with product teams in agile development process.

- Tackle interaction design problems through research utilizing contextual interviews, surveys, usability testing, A/B testing, card sorting, first-click analysis, and additional methods.

- Disseminate results to stakeholders and team members and provide recommendations based on qualitative and quantitative data.

- Lead Design Sprints for teams at Mutual of Omaha to approach complex UX issues.

- Develop prototypes utilizing tools such as Sketch, Invision, and Axure.

- Mentor new hires about UX techniques and the role we play at Mutual of Omaha.

- Develop UX assessment tools for new hires and designers looking to expand into UX research.

- Lead the UX Education group to promote UX practices throughout the company, refine our processes, and create and maintain the "UX Hub", a central resource for all UX Designers at the company.

- Participate in Senior Reviews and provide constructive feedback on designers research plans, wireframes, and prototypes.

- Regularly contribute to the Design System.

Thinkful, Brooklyn, NY *July 2022 - Present*
UX Mentor

- Schedule weekly remote meetings with students enrolled in the program.

- Provide UX expertise and guidance to assist students with their assignments and real world expectations.

- Ensure students are in their best position to enter the job market.

SUNY Potsdam, Potsdam, NY *April 2020 - August 2020*
Instructional Designer

- Collaborate with SMEs (Professors) in developing online course shells that the university can reuse

- Lead fellow Instructional Designers in completing course development based on priority and supplied materials.

- Creating engaging learning activities and compelling course content.

- Applying instructional design theories, practice, and methods to course development.

- Ensuring all course materials are ADA compliant.

- Developing user friendly and intuitive course layouts.

- Mastering the Moodle LMS (Learning Management System)

- Instructing Professors on proper online course development and pedagogy.

Kiewit, Omaha, NE *January 2018 - September 2018*
User Experience Designer

- Conduct consultations and stakeholder interviews to determine project scope and goals.

- Collaborate with product teams in agile development process.

- Carry out research utilizing contextual interviews, surveys, usability testing, A/B testing, design labs, and presenting the project sponsors with a report on the findings.

- Facilitate workshops to define processes by utilizing service blueprints and process maps.

- Develop low-fidelity prototypes with Axure to be used as concept work.

- Collaborate with the UXUI team to define best practices and improve the services we offer to the Kiewit Technology Group.

Frazer Computing, Canton, NY *March 2015 - December 2017*
Project Development Planner

- Develop and maintain the company Roadmap with senior leadership.

- Develop and conduct bimonthly presentations to employees explaining our vision for the software's goals and future features.

- Catalogued customer requests/suggestions via company's custom CRM software, UserVoice, email, and telephone interviews.

- Established collaborating with the developers to communicate the weekly changes/updates to the software with the employees of the company.

- Evaluated through user interviews/testing and redesigned UI of the software to improve user experience and workflow.

- Designed the Frazer Inventory mobile application.

SUNY Potsdam, Potsdam, NY *September 2011 - June 2012*
Moodle Student Assistant

- Managed daily operations of Moodle (Course Management System), including online course creation and design, transferring courses from Blackboard CMS, and assisting faculty in setup, design, and instruction of online courses.