Ivan Smith UX Researcher

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EDUCATION

University of California, San Diego
Bachelors of Science: Cognitive Science Spec Design and Interaction + Minor In Marketing
June 2024

- **Design Coursework**: Design Communications, Prototyping.
- **Marketing Coursework:** Product Marketing, Consumer Behavior.

EXPERIENCE

Intuit Inc. — *Design Research Intern*

June 2023 - Sep 2023

- Conducted 1hr quantitative interviews with 16 small and mid size businesses to gain a deeper understanding of their needs and behaviors as they expand.
- Collaborated with cross-functional teams, including product managers, marketers and designers, to integrate user research insights into a suite of products.
- Documented research findings, insights, and recommendations on small and mid-size businesses experiencing expansion and shared with the market and product teams in order to develop more flexible products for expanding businesses.

University of California San Francisco — *Research Data Analyst 2*

June 2021 - Sep 2022

- Conducted qualitative and quantitative interviews with research participants across eight counties in California, ultimately reaching a collective goal of 5000 interviews within one year.
- Coordinated the development and implementation of respondent-driven sampling methods alongside the statistician team to effectively reach 500 individuals within 7 specified sub-populations in unhoused communities across California.
- Provided support throughout the research process, including research design, survey development, logistical coordination, onboarding and training of new field team members and data management within Redcap, Airtable and Dedoose .
- Oversaw on-site data collection efforts for multiple field teams, composed of 10+ members with varying roles, at housing centers, shelters, and encampments throughout California.

SKILLS

UX Design
Product Design
UX Research
Data Analytics
User Flow
Wireframing
Prototyping
Group Facilitation
Usability Testing
Python
HTML
Java Script
CSS
R

TOOLS

Design
Figma
XD
Photoshop
Illustrator

Research
RedCap
Dedoose
Airtable

SOFT SKILLS

Empathetic
Communicative
Creative
Problem Solver
Collaborative

INTERESTS

User Experience
Human Centered Design
Health Tech

References available upon request

Children's Hospital Los Angeles — *Health Science Research Coordinator*

March 2017 - June 2021

- Conducted qualitative interviews with research participants and led weekly support groups and one-on-one health education series for youth exiting incarceration, providing crucial information and guidance on topics such medication adherence, healthcare navigation, and STI prevention.
- Provided essential case management services for adolescents, connecting them with necessary resources and offering peer counseling to support their immediate needs and well-being.
- Created and maintained digital and physical health information materials, including program flyers, social media platforms, and informational displays in order to effectively engage with and educate youth.
- Conducted data entry and extraction of research subjects ensuring accurate and timely documentation of key findings to inform program development and evaluation.

JP Morgan Chase — *Banker*

January 2016 - March 2017

- Collaborated closely with the Branch Manager to oversee and enhance branch operations, emphasizing loss control, compliance, and audit standards.
- Expertly processed and provided exemplary assistance to customers, ensuring seamless and efficient transactions.
- Demonstrated dedication to cultivating strong customer and community relationships by offering expertise in addressing specialized financial needs.
- Exhibited precision in vault and ATM management, consistently maintaining accurate vault balances and cash levels.

PROJECTS

The App Kit, United Kingdom — *UI Designer Intern*

- Collaborated closely with UX designers and developers to create compelling and intuitive user experiences for app creation tools..
- Provided valuable insights and incorporated feedback from stakeholders to inform and optimize product designs throughout the development process.
- Developed comprehensive style guides to ensure that each product design adhered to its own unique look and feel, promoting consistency and coherence across all project deliverables.

References available upon request