



dustin l. hodge

UX Researcher & Designer

Seattle, WA

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Let's do well by doing good.

DESIGN EXPERIENCE

University of Washington *Seattle, WA*

UX Designer, UW IT

May '16 - May '17

- Consolidated 5 different HR / Payroll systems into one information architecture
- Won over difficult stakeholders by suggesting mutually agreeable compromises
- Co-designed a Wordpress-based site for the UW's new HR help desk, delivered on schedule and within budget

UX Designer / Researcher, ORIS

Sep '14 - May '16

- Increased org engagement with potential and current users, particularly through usability studies
- Designed a more effective, Wordpress-based self-help system for one of the products that saw a 15% reduction in customer service tickets

University of Michigan *Ann Arbor, MI*

Research Assistant, School of Information

May '13 - Sep '13

- Gathered important foundational knowledge about communities in Michigan for us in the school's Citizen Interaction Design initiative
- Successfully negotiated with city leaders on question scope and language that was amenable to all parties

Vectorform *Royal Oak, MI*

UX Design Intern

May '12 - Aug '12

- Co-designed information architecture and interaction design for an award-winning iPad app for Volkswagen

Microsoft *Redmond, WA*

Usability Research Consultant

Jun '11 - Jul '11

- Designed and ran usability study for a VirtualStudio feature resulting in recommendations that were well received by the UX team and the product team

Knowledge As Power *Seattle, WA*

Usability Research Consultant

Jun '10 - Oct '10

- Implemented the City of Seattle's first ever usability evaluation of their public-facing website on a shoestring budget
- Wrote recommendations that were lauded by city staff and the mayor's office and helped the city's first major redesign in almost a decade earn a Best of the Web award
- Started conversations between departments who had not worked together in years

SKILLS

Workflow Modeling
Information Modeling
Prototyping
Wireframing
Usability Studies
Design Process
Contextual Inquiry
Survey Design
Presentations
Goal Definitions
Data Analysis
Statistics
XML / XPATH
CSS
HTML
R

TOOLS

Axure RP
RStudio
GitHub
Illustrator / Inkscape
Photoshop
InDesign

OTHER RELEVANT EXPERIENCE

University of Michigan *Ann Arbor, MI*

Teaching Assistant, School of Information Sep '13 - May '14

- Gave two 45-min lectures [to 200+ students] that were very well-received by students and also garnered compliments from the professor and fellow TAs.
- Developed and maintained great relationships with students

Microsoft *Redmond, WA*

Software Development Engineer in Test Aug '08 - May '10

- Won “Best Bug” award within months of being hired
- Routinely - and often successfully - fought for UX issues that would have been sidelined as “fit & finish” bugs
- Workshopped solutions to bugs w/ UX designers before submitting them

EDUCATION

University of Michigan

Master of Science in Information May 2014
Human-Computer Interaction

Master of Science in Urban Planning May 2014
Transportation Planning

University of Washington

Bachelor of Science in Informatics Jun 2008

Bachelor of Science in Applied Math Jun 2008

Student Exchange @ La Trobe in Melbourne 2006