



*dustin l. hodge*

UX Researcher & Designer

Seattle, WA

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I've been helping people solve real problems for other people by advocating for the end user persistently & diplomatically and by using my knowledge of usability, psychology, data, & design. Let's work together to make our world more usable.

## WORK EXPERIENCE

### University of Washington *Seattle, WA*

UX Designer & Researcher

Sept '14 - May '17

- Successfully fought to implement analytics and establish KPIs
- Officially recognized by clients for negotiating mutually agreeable compromises
- Delivered the Integrated Service Center website - UW's new Wordpress-based, HR help desk portal for all employees - on time and within budget
- Increased the org's average user contact hours and overall interest in user-centered design processes via guerilla user research methods
- Reduced customer service tickets by 15% by designing a more effective, Wordpress-based self-help product for UW's grant tracking software

### University of Michigan *Ann Arbor, MI*

Research Assistant, School of Information

May '13 - Sep '13

- Achieved a favorable response rate on a mailed questionnaire that was mailed to 2000 households in a small city in Michigan
- Gathered important foundational knowledge about communities in Michigan for use in the school's Citizen Interaction Design initiative
- Successfully negotiated with Jackson, MI city leaders on questionnaire scope and language that was amenable to all parties

### University of Michigan *Ann Arbor, MI*

Teaching Assistant, School of Information

Sep '13 - May '14

- Gave lectures to 200+ students on information science fundamentals that garnered compliments from the students as well as the professor and fellow TAs
- Assessed and deepened student knowledge of the material in my two 30+ student sections; almost half earned A's
- Earned stellar reviews in part by being a great tutor and mentor to students

### Vectorform *Royal Oak, MI*

UX Design Intern

May '12 - Aug '12

- Vectorform won the One Show Interactive Silver Pencil award for the Volkswagen Gold iPad interactive advertisement based on my detailed information architecture and interaction design prototypes
- Sold a client on a design for a custom point of sale [POS] application

### Microsoft *Redmond, WA*

Usability Research Consultant

Jun '11 - Jul '11

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

## SKILLS

User Research  
 Usability Testing  
 Card Sorting  
 Information Modeling  
 Personas  
 Survey Design  
 User Flow Diagrams  
 Pageflow Diagrams  
 Data Analysis  
 Statistics  
 Information Architecture  
 Wireframing  
 Interaction Design  
 Lean UX  
 Agile  
 Prototyping  
 HTML / CSS  
 Interface Layout  
 Workshops  
 Presenting  
 Relationship Mgmt  
 Technical Writing  
 Content Management  
 Copywriting  
 Project Management  
 Lean UX  
 Agile

## TOOLS

Axure RP  
 RStudio  
 GitHub  
 Illustrator / Inkscape  
 Photoshop  
 InDesign

## **Knowledge As Power** *Seattle, WA*

### **Usability Research Consultant**

Jun '10 - Oct '10

- Designed and implemented the City of Seattle's first ever usability evaluation of their public-facing website on a shoestring budget
- Recommendations helped the redesign earn a Best of the Web award for U.S. cities in 2011 and were lauded by city staff and the Mayor's office
- Started conversations between departments who had not worked together in years

## **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**

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### **University of Michigan**

#### **Master of Science in Information**

*specializing in* Human-Computer Interaction

May 2014

#### **Master of Science in Urban Planning**

*specializing in* Transportation Planning

May 2014

### **University of Washington**

#### **Bachelor of Science in Informatics**

Jun 2008

#### **Bachelor of Science in Applied Math**

Jun 2008