

robertnewell

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EDUCATION

Master of Science in Information Studies

University of Texas at Austin

Master of Arts in Communications

University of Washington

Bachelor of Arts in Psychology

University of Texas at Austin

AWARDS

C. Glenn Sparks Endowed Presidential Scholarship

University of Texas at Austin

Teaching Assistantship

School of Information, UT Austin

Continuing Assistantship

University of Washington

LEADERSHIP

Co-teacher, Citizenship Test Preparation Classes, YMCA International Services; ALA LITA Marketing and Communications Committee; Co-Director, ASIS&T UT Chapter; UT iSchool Curriculum Committee

TOOLS

Certified SAFe Agilist; usertesting.com, Adobe CC, Axure, Sketch, Invision, Omnigraffle, Visio, Mural, Miro, Validately, Optimal Workshop, Morae, Qualtrics, Survey Monkey, Respondent, Trello, Agile-JIRA

SUMMARY

Mission driven qualitative user experience researcher and designer with 7 years experience leading impactful work in ed tech and enterprise management. Owns or facilitates the full spectrum of UX research activities. Maps methods and ways of working to product goals. Consensus builder. Seeking positions that work towards the common public good as well as those that help individuals succeed in their personal and professional lives.

EXPERIENCE

Chegg, January 2021 – Present

Senior User Experience Researcher (Contract)

- Primary UX researcher for new educator experience
- Lead parallel workstreams of generative and evaluative research
- Collaborate with Product, Consumer Insights, and Marketing on competitive research and quantitative user surveys
- Develop research plans and roadmaps spanning discovery to validation

Western Governors University, July 2020 - January 2021

Senior Learning Experience Specialist

- Serve as domain owner of online learning experience in WGU's next generation platform
- Coordinate design and development between UX, Ed Tech, Program Development and four academic colleges
- Identify and prioritize business needs for the learning experience
- Implement leadership's next generation vision by owning problem statements and business requirements

Pearson Education, August 2018 – June 2020

User Experience Researcher

- Led, synthesized, and collaborated on UX research for several higher ed courseware products
- Conducted user interviews and facilitated in-person and remote co-design workshops
- Led UX research for an adaptive math diagnostic developed through Pearson's first SAFe Agile framework implementation
- Conducted lean yet impactful formative and summative usability testing, both remote and in person
- Planned foundational and iterative research roadmaps
- Mentored interns and associate researchers

EXPERIENCE (CONT'D)

OpenStax, Rice University, September 2015 – July 2018

User Experience Analyst and Research Lead

- Executed UX research and design for Rice University's open education resource initiative, OpenStax
- Provided end-to-end UX design-- generative research, wireframing, prototyping, and evaluative usability testing
- Led UX research and usability efforts for all products
- Conducted user interviews, facilitated journey and experience mapping, and built personas
- Led design and validation of the onboarding experience for the first self-service courseware adoption model in higher education

UH Libraries, University of Houston, July 2014 – August 2015

Web Services Coordinator

- Managed UX research and design program for UH Libraries
- Led UX projects from research through Agile-aligned development
- Led discovery phase research for web redesign
- Conducted full range of formative and summative usability testing, from benchmarks to hallway testing

Dell Experience Design Group, Dell Inc., June 2013 – June 2014

User Experience Researcher and Designer

- Served as sole interaction designer for a client-side Dell system diagnostics product
- Produced prototypes and full design specs for Dell and 3rd party developers
- Researched, designed, and tested Dell local enterprise security software
- Standardized usability testing protocols and managed test facilitators
- Presented to product teams and leadership

projekt202, June - August 2012

User Experience Design Intern

- Sketched wireframes and wrote interaction specification notes for client-reviewed deliverables
- Supported principal researcher in contextual inquiries and data collection