

Jared Gillespie

USER EXPERIENCE RESEARCHER & STRATEGIST

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SERVICE/PRODUCT RESEARCH / MIXED METHODS / USER INTERVIEWS / USABILITY TESTING / VALIDATION / STRATEGY

I spent over a decade leveraging project management, psychology, empathy, and metrics to meet the needs of individuals in education. Now, I do that for businesses that want to meet customer needs. Through the latest methods, I discover insights and leverage data storytelling to prepare teams for action, making better decisions through data.

TOP SKILLS research planning, user interviewing, usability testing, validation testing, contextual study, data storytelling

SOFT SKILLS simultaneous project management, communication, collaboration, professionalism, presentation, problem solving, critical thinking, strategic planning, tactical adaptation, leadership, mentorship

HARD SKILLS mixed methods, qualitative research, quantitative research, stakeholder interviewing, affinity mapping, data analysis, data synthesis, data visualization, card sorting, tree testing, jobs-to-be-done studies, surveys, journey mapping, cognitive psychology, developmental psychology, behavioral science, secondary research, ethnographic studies, remote testing, human-centered design, interaction design, service & product design, information architecture, prototyping, wireframing, validation testing, heuristic evaluation, problem framing

TOOLS Miro, UserTesting, UserZoom, Looppannel, Figma, Maze, Google Forms, Qualtrics, Survey Monkey, Dovetail, User Interviews, Rally, Optimal Workshop, Google Meet, Teams, Slack, Adobe Creative Suite, Microsoft 365, Canva, Mail Chimp, Voiceflow, Wix Studio

EDUCATION MASTER OF SCIENCE IN USER EXPERIENCE & INTERACTION GPA 3.94
Thomas Jefferson University AUG 2022 - MAY 2024

Trained and practiced with industry experts:

- Research planning, user interviews, surveys, mixed methods, usability testing
- Data analysis, personas, journey mapping, data visualizations, data storytelling
- Cognitive psychology, bias, behavioral change, gamification, Hooked Model
- Prototyping, validation testing, information architecture, UX design, service design

EXPERIENCE USER RESEARCH ADJUNCT PROFESSOR AUG 2024 - SEASONAL
Thomas Jefferson University, Philadelphia

- Collaborate in the planning, teaching, coaching, and evaluating of a graduate-level user research course that encapsulates mixed method research knowledge and practice

USER EXPERIENCE RESEARCHER – INTERN OCT - DEC 2022
Thomas Jefferson University, Penn Medicine, PHMC

- Partnership project with Jefferson University graduate research students in which my team rapidly explored issues of trust surrounding a community hospital in Southwest Philadelphia that recently changed ownership/management.
- Included research planning, user interviewing, secondary research, contextual study, data analysis, synthesis, artifact creation, data storytelling, and presenting insights to stakeholders

CAREER BREAK: PATERNAL LEAVE & GRADUATE SCHOOL

2019-2024

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EXPERIENCE DIGITAL ART & DESIGN INSTRUCTOR, grades 9-12 AUG 2015 – JUN 2019
 Buxmont Academy

- Accommodated lessons through individualized instruction on graphic design processes, trends, and utilizing the Adobe Creative Suite
- Practiced classroom, material, and project management across multiple projects simultaneously with examples, rubrics, timelines, encouragement, and respect

ART TEACHER, grades 6-9 MAY 2006 – JUN 2015
 Neshaminy School District

- Incorporated state, national, district standards, child psychology as well as individual needs into lesson plans with rubric based outcomes
- Project, classroom, and material management across multiple, simultaneous projects
- Practiced group and individual instruction techniques to adapt to each students needs

EDUCATION GOOGLE FOUNDATIONS OF USER EXPERIENCE DESIGN DEC 2020
 Google via Coursera

INTERACTION DESIGN SPECIALIZATION AUG 2019
 UC San Diego via Coursera

- User experience design, human-centered design, interaction design, information architecture
- Prototyping, user research, running & analyzing experiments, social computing, R Studio

MOTIVATIONAL INTERVIEWING & BEHAVIORAL CHANGE TRAINING JUN 2017
 International Institute for Restorative Practices

- Behavioral change and interviewing training, behavioral psychology

BACHELOR OF SCIENCE IN EDUCATION
 Millerville University

- Training in psychology, child psychology, teaching methods, classroom management

REFERENCES NEIL HARNER
 Program Director and Associate Professor at Thomas Jefferson University
 neil.harner@jefferson.edu

MIKE BEGLEY
 Assistant Program Director & Visiting Professor at Thomas Jefferson University
 michael.begley@jefferson.edu

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