

# Jackson Hammond

## UX Engineer

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### Work Experience

#### Encore Performance Gear // UX Engineer

Jan. 2020 - Present, Ann Arbor, MI

Responsible for discovering user needs, producing user stories, and creating high-fidelity designs for an e-commerce web app. Implementing those designs with both React + Redux and Django in an Agile environment. Acting as Git Build Master and owning the DevOps process.

#### Univ. of Mich. // UX Research Assistant

Mar. 2019 - Present, Ann Arbor, MI

Improving a web-based learning analytics dashboard developed by the Learning, Education, and Design Lab available to 1000+ students through user interviews, survey analysis, and usability testing.

#### Univ. of Mich. // Graduate Student Instructor

Sep. - Dec. 2019, Ann Arbor, MI

Led weekly discussions based on content from lecture, weekly readings, and current events with a class of 24 students. Worked with the professor and teaching team to regularly improve grading standards and coordinate upcoming assignments.

#### Center for Academic Innovation // UX Design Intern

May - Aug. 2019, Ann Arbor, MI

Improved the usability of Academic Innovation's tools and designed new products by conducting user research and assisting with UI design, rapid prototyping, and development. Designed and developed a new online degree experience for Michigan Online that increased information for users and doubled the amount of degrees in the catalog with Django and Less.

#### Epic Systems // Healthcare Analytics Consultant

Jun. 2016 - Jul. 2018, Madison, WI

Worked directly with executive, medical, and IT professionals to address usability issues and optimize new information-based business processes. Accelerated the adoption of new complex software within clients' hospital environments. Improved the usability of our software, streamlined the flow of information between our teams.

### Education

#### University of Michigan // M.S.

2018 - 2020, Ann Arbor, MI

HCI - UX Design and Research

#### University of Michigan // B.S.

2011 - 2015, Ann Arbor, MI

Data Mining Informatics, concentration in Computer Science

### Skills

**Technical:** Python (Django, Flask) • Javascript (React + Redux, Node.js) • Git • Agile Dev • HTML/CSS/Less • SQL/noSQL

**Design:** Wireframes • Mockups • User Stories • User Flows • UI Graphics • Physical, Digital, and Paper Prototyping • Vision Presentations

**Research:** Usability Testing • Cultural Probes • Ethnographic Interviews • User Enactments • Heuristic Evaluations • Preference Testing

**Tools:** Adobe Illustrator • Adobe XD • Jupyter Notebooks • Adobe Photoshop

### Awards

#### 2020 UMSI Hackathon Winner

May 2020, Ann Arbor, MI

Created a Slack chatbot using Node.js in 72 hours that let users play a text-based RPG game in a Slack channel to help remote workers feel more connected to their co-workers in response to COVID-19. My partner and I were awarded first place based on social impact, accessibility, and ingenuity.