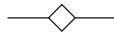


WAYNE HOSLEY

Senior User Experience Researcher



San Francisco, CA

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waynehosley.com

EDUCATION

M.S. in Applied Human
-Computer Interaction
DePaul University
2015 - 2018

B.S. in Engineering
Psychology and Human
Factors
Tufts University
2011 - 2015

SKILLS

// Expertise

User Research
Human-Centered Design
User-Experience Design
Information Architecture
Interaction Design
Human-Computer Inter.
Human Factors
Ergonomics

// Methods

User Interviews
Usability Testing
User Surveys
Persona Development
Journey Mapping
Contextual Inquiry
Card Sorting
Diary Studies
Heuristic Evaluations
Competitive Analysis
Affinity Mapping
Wireframing
Prototyping

PROFESSIONAL OVERVIEW

Wayne has over 4 years of experience in user research and user experience design for helping companies build hardware and software products that serve people's needs. He molds design decisions based on proven user-centered principles and user research methodologies to meet business goals and user needs. He is seeking a position as a Sr. User Experience researcher so that he can utilize his expertise to drive business goals while empowering users.

WORK EXPERIENCE

Senior User Experience Researcher 2021 - Present

NotarTex, Chicago, IL

NotarTex is an online remote and in-person notary services platform.

- Plan and conduct research using a wide range of user research methods (such as usability testing, interviews, field studies, concept testing, surveys, etc.).
- Provide both tactical and strategic insights through a variety of qualitative and quantitative methods.
- Analyze and present findings with actionable recommendations to stakeholders that drive design and development improvements.
- Collaborate closely with Product Management, Engineering, Design, and other cross-functional team members.
- Work with the UX Research Manager and business partners to determine research and testing needs and priorities based on business requirements.
- Collaboratively and independently develop and execute the research roadmap.

User Experience Designer 2019 - 2021

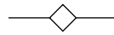
Wi-Tronix, Bolingbrook, IL

Wi-Tronix is a leading provider of remote monitoring, video analytics, and predictive diagnostic solutions for high-value mobile assets in the rail market.

- Led the user experience initiatives and provided guidance throughout the product development cycle.
- Created storyboards, flow maps, sketches, wireframes, mockups, animations and prototypes.
- Conducted customer usability testing using in-person and remote prototype testing, task analysis, interviews and other methods.

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// Tools

Figma
Axure RP
Dovetail
UXPressia
Userlytics
UserTesting
Optimal Sort
Storyboard That
Google Analytics
Qualtrics
Pendo
Walkme
Miro

CERTIFICATES

UX Certificate Nielsen
Norman Group Issued
Nov. 2021

WORK EXPERIENCE - CONTINUED

- Gauged and evaluated existing features and flows continually; determined and implemented subsequent UX-related improvement efforts.
- Gathered and converted user feedback into meaningful data to drive actionable improvement efforts.
- Build accessibility / ADA compliance into all aspects of the platform.
- Applied brand standards, style guides, and visual design systems across all product initiatives.
- Presented and communicated ideas, plans, initiatives and issues effectively to stakeholders.

RELEVANT USER RESEARCH PROJECTS

Usability Study On A New Self-Injector Pen 2017 - 2017

The aim of this research was to conduct a late-stage formative usability evaluation. The objective aimed to evaluate if the BD Vystra™ disposable pen prototype and Information For Use (IFU) could be used by a user population exhibiting different properties without repeating patterns of user error. Our secondary goal was to evaluate the comprehension of the Instructions For Use (IFU) and whether prior training needed to be considered.

Cognitive Rehabilitation Potential of a Commercial Driving Simulation Videogames: Pilot Study for Brain Injury Rehabilitation 2015 - 2016

The aim of this exploratory user research was to examine how a driving simulation game might provide Speech Language Pathologists (SLPs) with an additional evidence-based commercial game option when working with their patients who have had a brain injury (BI).

Impactful Design for Sick Children 2014 - 2015

This aim of this project was to use user research methods to redesign the strapping and attachment of the respiratory masks for children ages 2 to 6 years old under the direction of the Institute for Pediatric Innovation.