

Adam Swain

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Summary

I specialize in user-centric concept development and iterative prototype testing and refinement. I am seeking a UX Researcher position where I can work in direct collaboration with the User Interface Designers whom my research is meant to support. With a strong academic background and significant professional experience, I am a capable practitioner of most popular User Experience Research methods. In addition to this core competence, I possess strong communication skills and a seasoned understanding of the tension between business needs, user needs and institutional constraints.

Professional Experience

Freelance User Experience Research, Concord, MA

Present

Independent Contractor

- Offering a broad spectrum of User Experience Research services to software and web based businesses.
- Rapid execution and delivery on small sample usability tests, user interviews and customer surveys.
- Development of user-centric design resources such as customer journey maps, user personas and Voice-of-the-Customer programs.

Constant Contact, Waltham, MA

2014-2016

User Experience Researcher

- Conducted research focused on the Constant Contact Email Marketing and Social Media Marketing platforms, with particular focus on the WYSIWYG email editing tool.
- Independently designed, executed and analyzed formative and summative usability tests, contextual inquiries, surveys, focus groups, interviews, card sorts and heuristic reviews. For each study, created research reports and presentations tailored to key stakeholders.
- Worked extensively with remote and asynchronous research tools such as UserTesting, SurveyMonkey, Amazon Mechanical Turk and Optimal Workshop.

CustomMade Ventures, Cambridge, MA

2012-2013

Product Manager

- Performed multiple in-person and remote usability tests.
- Managed redesign of Maker registration funnel and listing creation flow, resulting in a 60% increase in registered Makers and 105% increase in site content.

Fidelity Investments, Merrimack, NH

2009-2011

Fixed Income Specialist

- Daily interaction with Fidelity clients delivering investment advice, handling the full spectrum of customer inquiries and processing securities transactions.

Other Work Experience

Miley Construction, Belmont, MA

2016-2020

Finish Carpenter

- Installed interior and exterior trim in a variety of locations in the Greater Boston area.
- Purchased and renovated a two-family residence in Waltham, MA. Acted as General Contractor, managing subcontractors across multiple trades and performing all carpentry work personally.

Education

Bentley University, Waltham, MA

2015

- M.S. in Human Factors in Information Design, GPA: 3.8

Boston College, Boston, MA

2009

- B.A. in Political Science, GPA: 3.8
- Honors: Phi Beta Kappa; magna cum laude