

# 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 and Technical Skills

- Masters degree in Human Factors in Information Design from Bentley University (GPA: 3.8).
- Over 5 years of experience in design research, applying qualitative and quantitative research methods as appropriate at each stage in the product development process.
- Strong understanding of the strengths, weaknesses and practical application of research activities such as usability testing, card sorting, user interviews, focus groups, diary studies, online surveys, persona development and heuristic evaluation.
- Proven ability to independently plan, design and conduct a wide variety of generative and evaluative research studies.
- Capacity to work crossfunctionally with product, design and engineering teams in pursuit of strategic goals.
- Capable of translating research results into actionable insights and recommendations.
- Strong analytical ability and attention to detail.
- Excellent verbal and written communication skills.
- Experience working in fastpaced, Agile product teams.
- Comfortable with a wide variety of research tools, including UserTesting, SurveyMonkey, Qualtrics, Optimal Workshop, Qualaroo, userzoom, and Loop11.

## Professional Experience

### ButcherBox, Boston, MA

2020--Present

User Experience Consultant

- Conducting a user-centered redesign of the ButcherBox Customer Support software suite. The research component of this process has been conducted as a multi-stage context of use analysis and has included the following activities:
  - Audit of the Customer Support new-hire training program.
  - 1:1 interviews with front-line Customer Support representatives, Customer Support managers and other internal stakeholders.
  - Quantitative analysis of Customer Support ticket volumes, average handle times and CSAT scores.
  - Workflow documentation.
- Upon completion of the context of use analysis, I illustrated my recommendations for an ideal Customer Support Dashboard with a wireframe prototype created using Figma.
- Pending management approval, I will submit this prototype to internal usability testing.

### 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

**Real Estate Investment, Waltham, MA**

**2019--2020**

Self Employed

- Purchased and renovated a two-family residence in Waltham, MA.
- Acted as General Contractor, managing subcontractors across multiple trades, coordinating work with the Waltham Building Department and performing all carpentry work personally.

**Miley Construction, Belmont, MA**

**2016--2019**

Finish Carpentry Apprentice

- Installed interior and exterior trim in a variety of locations in the Greater Boston area.
- Earned a MA Construction Supervisor license (CS-113555).

## 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