JACK DOLAN

UX DESIGNER

JD

CONTACT

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KEY DIFFERENTIATORS

- An innovative UX Designer leveraging ambition and unconventional skills to bring a fresh perspective to UX design.
- Recognized for maintaining a growth mindset, continuously expanding knowledge, and a proven track record of swift career advancements and significant educational milestones.
- Currently pursuing a master's in human-computer interaction, researching design trends, ethics, and cognitive psychology to enhance understanding of HCI's impact on human behavior, conducting comprehensive research, and strategizing UX leadership and design system development.
- Expert at in-depth research and developing strategies for UX leadership and design systems development.
- Highly experienced in user-centric design, empathizing with users, anticipating needs, and translating complex requirements into intuitive designs.

EDUCATION

Career Track Certification

Springboard

UX Design

2022-2023

BA, Spanish & Linguistics

BYU

2014-2017

Graduated Cum Laude, 3.91/4 GPA

MS, Human-Computer Interaction

Iowa State University

Planned Graduation: August 2025

Current GPA: 4.0

PROJECT EXPERIENCE

UX Designer

Ballot Buddy   July 2022 - December 2022

- Owned end-to-end design process employing tools and methods of competitive analysis, surveys, interviews, affinity mapping, personas, branding, user flows, sketching, wireframing prototyping, and usability testing.
- Handled and delivered a usable Figma prototype by owning the entire design process.

UX Designer

Privato Fitness   March 2023 - May 2023

- Effectively managed client expectations using collaborative engagement, gaining deep insights into business requirements, and translating them into actionable design solutions.
- Spearheaded the end-to-end design process, utilizing user research, personas, affinity maps, user flows, red routes, low and high-fidelity prototypes, user testing, and design system construction to achieve cohesive project results.
- Delivered a comprehensive Figma file as the final deliverable, ensuring alignment with client and business needs.

SKILLS

Design Skills
Concept Sketches
Wireframes
Prototypes
Information Architecture
Style Guides
Typography

Research Skills
User Research
Competitive Analysis
Surveys
User Interviews
Affinity Maps
Journey Maps
Red Routes
Personas

WORK EXPERIENCE

UX Designer

Obonkey   April 2024 - Present

- Owning UX process for mobile app centered on Generative AI improving communication among partners
- Designing the following flows for an MVP mobile app: onboarding flow, messaging flow, dashboarding/results
- Collaborating with CEO and head engineer to effectively communicate UX best practices

Technology Consultant

Qualtrics   April 2018 - March 2024

- Achieved a 5/5 average service satisfaction rating by effectively tailoring communication to stakeholder needs.
- Successfully delivered projects on time and within budget, informing stakeholders of the following steps and ensuring open and transparent communication.
- Secured the largest services deal in history by conducting extensive requirements gathering to understand client needs and iterative solution development.

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UX DESIGNER

Research Skills (cont'd).

User Flows
Usability Testing

Tools
Figma/Sketch
Microsoft Office
Optimal
Qualtrics

Technology Consultant

Qualtrics   April 2018 - March 2024

- Employed the HCD process to comprehend client pain points, propose and validate solutions that met user expectations, and designed over 25 custom solutions using industry best practices.

Part-Time UX Researcher

Qualtrics   Oct 2021 - June 2023

- Owned and co-owned research processes for 7 new or redesigned platform features while simultaneously operating in another role.
- Co-led generative research to assess AI integration in Qualtrics, uncovering user preference for traditional surveys and the potential of conversational AI, indicating a need for further investigation into its application.
- Delivered actionable insights and recommendations for organizational hierarchy redesign while leading comprehensive research and usability interviews in collaboration with the Product Manager.
- Recommended improved Customer Success enablement based on research findings that revealed low feature adoption, conducted in partnership with the Product Manager through targeted research, participant recruitment, interviews, and synthesis of insights.
- Offered key insights into site intercept platform metrics, showcasing the need for streamlined data and actionable storytelling after leading comprehensive research.

Jr. UX Designer

Omadi   Sep 2017 - Feb 2018

- Achieved a 28% increase in same-day tows by developing a mobile prototype for a trade show using the HCD process.
- Completed a thorough site audit of information architecture using hierarchy trees and swim lane diagrams, resulting in actionable recommendations presented to the Head of Product.
- Worked closely with PMs and UX Designers to better understand business objectives and research needs while using the HC process to conduct qualitative and quantitative user research.