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## JEREMY ROOK

USER EXPERIENCE PROFESSIONAL

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### OBJECTIVE

To act as the User's advocate and help your organization flourish through better User Experience.

### SKILLS & ABILITIES

- Public Speaking
- Problem Solving
- Working German Fluency
- **UX Research:** Ethnography, Interviewing, User Observation, Contextual Inquiry, Competitive Analysis.
- **UX Design:** Prototyping, Scenario Creation, Personas, Card Sorting.
- **UX Analysis:** Heuristic Evaluation, Data Visualization, Usability Testing.
- **Tools:** AxureRP, Adobe Creative Cloud, InVision, Qualtrics, Microsoft Office.

### VITALS

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## EXPERIENCE

### MICHIGAN STATE UNIVERSITY

MARH 2014-PRESENT

As the IT Administrator for the VP office of Communications and Brand Strategy, I am responsible for the purchase, function, and support of all technologies. I maintain a role of proactive IT support while applying UX principles to ensure satisfaction of users across the department.

### MICHIGAN HEALTH INFORMATION NETWORK

AUGUST 2013-MARCH 2014

I developed a Salesforce based help desk system from the ground up. My day to day responsibilities were comprised of maintaining connections with healthcare stakeholders across Michigan to ensure the safe and secure transport of vital health data over our VPN infrastructure.

## EDUCATION

### MICHIGAN STATE UNIVERSITY, M.A. HUMAN COMPUTER INTERACTION (CURRENTLY ENROLLED)

I am developing my User Experience skills through both my course work and through research projects. Thesis project is a redesign of a crowd-sourced linguistic platform that aids in language preservation. I am honing my skills as a UX professional while familiarizing myself with various tools of the trade.

### MICHIGAN STATE UNIVERSITY, B.S. MEDIA COMMUNICATIONS TECHNOLOGY

Focused on Information Communications Technology, as well as a substantial course load that prepared me for a career in User Experience design. Cognate in German.

## REFERENCES

### **SUSAN WYCHE, MICHIGAN STATE UNIVERSITY**

[SPWYCHE@MSU.EDU](mailto:SPWYCHE@MSU.EDU)

### **BEN BRICKER, CLINTON COUNTY RESA**

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### **MICHAEL VANPUTTEN, BRONSON HEALTHCARE**

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