

## I EXPERIENCE

AUG 2016  
- present

### UX Designer GSD&M | Austin, TX

- Improve the brand experience for GSD&M clients through UX research, design, and creative direction.
- Produce the following deliverables: idea decks, wireframes, hi-fidelity concepts, persona studies, and user flows.

AUG 2016  
- present

### UX Developer & Graphic Designer UT School of Information | Austin, TX

- Manage the user experience of *iSchool.utexas.edu*, a website that serves the needs of UT faculty, staff, and students.
- Perform content editing, information architecture, graphic design, web programming, and other Web publishing tasks.

MAY 2015  
MAY 2016

### IT-UX Designer Pacific Northwest National Lab | Richland, WA

- Championed a project focused on integrating the machine data of over 250 IT applications into the Splunk BI tool, empowering senior leadership during software procurement process.
- Applied UX research and user-centered design principles to improve the experience of apps/services expected to be accessed by more than 4,000 employees.

AUG 2012  
MAY 2016

### Supervisor & Knowledge Mgmt. Analyst Texas Tech University | Lubbock, TX

- Provided technical support to more than 35,000 customers seeking university-related information.
- Oversaw the development of 30 entry level technicians and coached them to improve their support workflow.
- Contributed to keeping the overall customer satisfaction metric at 94% or above, by personally maintaining a 100% customer satisfaction rating.

NOV 2013  
MAY 2016

### Research Assistant Psychology Dept., Texas Tech University | Lubbock, TX

- Ushered usability studies, user interviews and conducted literature reviews related to experiment design/set-up.
- Developed general instructions and task procedure documents for usability studies.

## I EDUCATION

AUG 2016  
- present

### M.S., Information Studies Specialization in UX University of Texas at Austin GPA: 3.9

MAY 2016

### B.A., Psychology Texas Tech University GPA: 3.9, Summa Cum Laude

## I SKILLS & TOOLS

### Prototyping

Balsamiq  
Principal  
Sketching

### Programming

HTML5/CSS3  
PHP  
Javascript  
SQL

### Research

Persona Studies  
Card-Sorting  
Usability Testing  
Contextual Inquiry  
Google Analytics

### Design & Documentation

Adobe CS  
Sketch  
Invision  
Flinto  
Axure  
Microsoft Office

## I RELEVANT COURSES

Statistics  
Design History  
Web Design  
Design Thinking 2  
HCI Fundamentals

Technical Comm.  
Information Design  
Interaction Design  
Cognitive Neuroscience  
Research Methods



| Search "Tim Salau"

