



# Neil Jacobsen

UX Designer and Researcher

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## Hello!

I'm Neil. I'm excited to get to know your design challenges, make them my own, and find out how we can fix them together. I love to teach what I know and learn what I don't. I'm not afraid to ask tough (or dumb) questions, and I want to keep learning from you and your users.

## Skills

Interviewing  
Affinity diagramming  
Journey mapping  
Competitive analysis  
Survey administration  
Wireframing  
Prototyping  
Site mapping  
Usability testing  
Client presentation  
Agile workflow  
Team management

## Tools

Axure  
InVision  
Marvel  
Sketch  
MeisterTask  
HTML5/CSS3 (studying)

## Experience

### UX Designer *DESIGNATION*

Chicago, 2017

Received intensive training focused on UX and human centered design.

Performed comprehensive competitive analysis, user research, and prototyping on all projects.

Researched and created extensive UX design for clients including:

*CHARGE Running*, a mobile app for connecting live trainers with groups of runners. I researched and planned the rollout of new app functionality.

*AnySpace*, a web-based platform for renting event spaces for groups. I researched and refined their existing site, and conducted user research to rebuild an entire workflow.

### Teacher *iO Theater*

Chicago, 2016–present

Trained students in theatrical performance and improv comedy.

Received excellent feedback for consistent encouragement and honest critique.

### Information Coordinator *Burnham Nationwide*

Chicago, 2012–2016

Handled large amounts of incoming and outgoing documentation for the building permit application process for the City of Chicago.

Maintained data cleansing practices across an extensive dataset.

Installed, maintained, and repaired IT equipment across small business.

### Catering Manager *Brinker International*

Baltimore/Chicago, 2008–2012

Managed and trained team of catering servers and delivery drivers.

Extensive customer service in the field and over email and phone.

Maintained and ordered inventory for the catering department.

## Education

### BA Theater Performance and English Literature *Principia College*

St. Louis, 2004–2008

BA, Theater Performance and English Literature.

Trustee scholar, graduated with honors.

Irene Ryan Award winner for excellence in theater performance.