



Neil Jacobsen

UX Designer and Researcher

neiljacobsen.design
neiljacobsen@gmail.com
linkedin.com/in/neil-jacobsen

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.