

# MICHAEL HARPER

## User Experience Designer

michaeldavidharper.com

### EXPERIENCE

#### MLB and Tickets.com - Costa Mesa, CA

Senior User Experience Designer 2017-Current

- **Helped define the organization's north star metric** and designed solutions to increase this metric and associated key performance indicators.
- **Assessed user experience of third party integrations**, providing feedback and support to vendors to align their designs with our user expectations.
- **Planned and conducted large scale user research projects** like a diary study of fans across the country and user feedback surveys.
- **Organized and evangelized design process** establishing structured workflow between designers and developers at two organizations.
- **Trained design team on user research techniques** including remote techniques like unmoderated testing, user interviews, and more utilizing technologies like UserTesting.com, Invision, Figma, and Sketch.
- **Assisted hiring and onboarding of new designers** representing the design team on the hiring board, drafting design tests for candidates, and identifying important skills to grow our team.

#### San Francisco State University - San Francisco, CA

User Interaction & Media Consultant, 2013-2017

User Interface/User Experience Support, 2010-2012

- **Introduced user experience principles to development workflow**, getting developer and stakeholder buy-in to the user experience process by establishing user research procedure.
- **Initiated ongoing user research on existing and upcoming applications**. Identified appropriate users for interviews, held focus groups, and ran user surveys. Combined this research with web analytics to provide developers and stakeholders with a holistic look at the SFSU user base.
- **Co-led development on iLearn Video**, SF State's learning management media server application, to help address concerns with copyright and privacy from faculty and student video. Gathered requirements, designed application and information architecture, and developed video codec settings. Launched for mobile and desktop, iLearn Video allowed users to share academic videos without the concerns posed by publicly available services.
- **Represented department in campus accessibility group**, working across departments to ensure consistent accessibility across the campus.

### PROFESSIONAL SKILLS

- User experience and user interface design
- Sketch, Figma, Adobe XD and other standard UX tools
- Remote user testing
- Conducting user interviews and focus groups
- HTML, CSS, SASS, JS, and other web technologies
- WCAG accessibility review
- Team oriented, self-starter
- Great communicator, verbal and written

### EDUCATION AND CERTIFICATIONS

Master of Arts in History, 2012 – San Francisco State University

Working on a Scrum Team, 2021 – Mountain Goat Software

### INTERESTS

I love to spend time outdoors and particularly love going camping, riding bicycles, and taking nature photos. But most of all, I love video games, particularly competitive shooters like Valorant and Apex Legends. At home, I like to tackle DIY projects and learn new skills. Recently, I started building my own guitar effect pedals.