

KEN MEAD

UX RESEARCHER

(360) 259-0297 | kenmead206@gmail.com | www.linkedin.com/in/ken-mead

PROFILE

UX Researcher with 7 years research and consulting experience. Master's in HCI. I'm passionate about the impact of technology on people's lives and sense of self.

EDUCATION

MASTER OF HUMAN-COMPUTER INTERACTION & DESIGN

University of Irvine, CA, Donald Bren School of Information and Computer Sciences | 2019

B.A. BUSINESS ADMINISTRATION, MARKETING

University of Washington, Michael G. Foster School of Business | 2011

B.A. MATHEMATICS, PHILOSOPHY

University of Washington, School of Arts and Sciences | 2011

CERTIFICATIONS

User Experience Design

Levels 1 and 2

School of Visual Concepts 2012

Business Intelligence: Data Analysis, Mining and Visualization

UW Professional and Continuing Education 2014

SKILLS

- UX research methodologies: Contextual inquiry, in-depth interviews, diary studies, moderated and unmoderated user testing
- Usability testing with hardware in a lab environment
- Write research plans and interview protocols
- Presentation design
- Wireframing and prototyping: Figma, Invision, Axure
- Adobe Creative Suite
- MS Office, GSuite
- Data analytics and visualization

EXPERIENCE

USER EXPERIENCE RESEARCHER, META REALITY LABS

AR Glasses UX Researcher for Meta Reality Labs, through Crystal Equations

Aug. 2021 - Present

- Plan and conduct end-to-end UX research studies with novel AR glasses software concepts: methodologies include in-depth interviews, in-lab and remote usability studies, surveys, diary studies, heuristic evaluations.
- Authored literature reviews on AR glasses foundational research topics that influenced product strategy; framework adopted by senior leadership.
- Collaborate with and present research findings regularly to cross functional teams of design, PM, prototypers, engineers and business leaders to impact team vision and product direction.

USER EXPERIENCE RESEARCHER, MICROSOFT

UX Researcher for Microsoft Outlook, through Allovus Design

Mar. 2020 - Present

- Served as user research consultant for 8+ Microsoft Office product teams. Conducted end-to-end research with stakeholder involvement: intake, planning, moderating sessions, analysis, share-out.
- Led 100+ in-depth interviews with varied audiences: consumers, enterprise information workers, students, teachers.

ASSOCIATE CONSULTANT, CAUSEIT INC.

Causeit is an innovation consulting firm based in San Francisco

2015 - 2020

- Led major technology implementations for clients using research methods including contextual inquiry, user story mapping, prototyping, and iterative testing.
- Managed company website and digital content including video, long-form articles, eBooks, and blog posts.