

JOHN BERGSEN

San Francisco, CA
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EDUCATION

Bachelor of Science (B.S.) UX Design

University of San Francisco, San Francisco, CA | June 2020

KEY SKILLS

- User research
- UX design
- Data analysis
- Cross-functional collaboration
- Communication

CERTIFICATIONS

- Google UX Design Professional, 2021

A UX researcher with three years of experience, specializing in user-centered design, iterative testing, and data analysis. A proven track record of performing comprehensive user research to enhance UX designs. Adept at collaborating with cross-functional teams and stakeholders to evaluate research findings and inform product strategy.

PROFESSIONAL EXPERIENCE

User Experience Researcher

Solaris Inc., San Francisco, CA | November 2021 – present

- Conduct user research and perform qualitative analysis to identify issues, evaluate user needs, and improve product designs for a finance management solution company
- Analyze feedback from users and collaborate cross-functionally with UX design, product management, and engineering teams to propose ideal solutions, resulting in a 20% increase in user satisfaction
- Deliver presentations to stakeholders on research findings to translate data and user feedback and data into actionable insights

UX Researcher

Better Business Solutions Inc., San Francisco, CA | June 2020 – November 2021

- Execute a wide range of research projects to uncover user needs, inform product designs, and maximize user satisfaction for an HR software company
- Coordinated with the product development team to refine UX writing and designs, which included performing iterative testing and qualitative analysis