MA

CONTACT

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- San Francisco, CA

EDUCATION

M.S. in Human Factors and Ergonomics

University of Illinois
2016-2020

SKILLS

- Usability Testing
- User Research
- Communication Technologies
- Data Analysis
- User-Centered Design
- Cross-Functional Collaboration

LANGUAGES

- English
- Spanish
- French

MICHAEL ANDERSON

Human Factors Engineer

Results-driven Human Factors Scientist with 9 years of experience in the telecommunications industry, focusing on user interactions with communication technologies. Skilled in conducting usability evaluations and user research to enhance product usability. Proven ability to work collaboratively with product management and engineering teams to ensure user needs are met throughout the design process.

💼 WORK EXPERIENCE

Human Factors Engineer   2020-2023

ConnectTech Solutions

- Conducted usability testing for new communication devices, improving user satisfaction ratings by 30%.
- Performed user research to identify pain points in existing products.
- Collaborated with cross-functional teams to develop user-centered design guidelines.
- Analyzed user feedback to inform product enhancements and feature development.
- Presented findings to stakeholders, influencing product strategy.
- Developed training materials for team members on usability principles.

Usability Specialist   2019-2020

Telecom Innovations Inc.

- Led user testing initiatives for mobile applications, resulting in a 25% increase in user engagement.
- Conducted surveys and interviews to gather user insights and preferences.
- Collaborated with product teams to implement usability improvements based on research findings.
- Wrote reports detailing usability testing outcomes and recommendations.
- Facilitated design thinking workshops to promote user-centered design.
- Mentored junior usability specialists on best practices in user research.

★ ACHIEVEMENTS

- Awarded 'Best Innovation' for contributions to user experience in telecommunications products.
- Implemented design changes that improved customer satisfaction scores by 35%.
- Published research findings in industry-leading journals.