

# MICHAEL ANDERSON

User Experience Researcher

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Proactive Human Factors Scientist with 6 years of experience in the financial services industry, focusing on improving user experience for digital banking applications. Expertise in conducting usability studies and user research to drive product enhancements. Proven ability to collaborate with product managers and designers to ensure user needs are at the forefront of the design process.

## WORK EXPERIENCE

### User Experience Researcher | FinTech Solutions

Jan 2022 – Present

- Conducted usability testing for online banking platforms, improving user satisfaction by 30%.
- Performed user interviews to gather insights on user behaviors and needs.
- Collaborated with design teams to create user-friendly interfaces.
- Analyzed user feedback to inform product enhancements and feature development.
- Presented findings to stakeholders, influencing product strategy.
- Developed user personas to guide design decisions.

### Human Factors Analyst | Banking Innovations LLC

Jul 2019 – Dec 2021

- Led user testing initiatives for mobile banking applications, resulting in a 20% increase in user engagement.
- Conducted surveys 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 workshops to educate teams on user-centered design principles.
- Mentored junior team members on usability best practices.

## SKILLS

User Experience Design

Usability Testing

User Research

Digital Banking

Data Analysis

Collaboration

## EDUCATION

### B.S. in Human Factors Psychology

2015 – 2019

University of Florida

## ACHIEVEMENTS

- Recognized for excellence in user experience research at the National FinTech Conference.
- Implemented design changes that improved customer satisfaction scores by 25%.
- Published research findings in notable financial services journals.

## LANGUAGES

English

Spanish

French