Jill Davidson

248-207-2138 | jilldavidson14@gmail.com | jilldavidson.me

EXPERIENCE

Sonos

User Researcher I, II   *May 2020 - November 2023*

- Managed over a dozen research initiatives for hardware and software programs in varied stages of the product lifecycle, partnering closely with stakeholders to align on objectives
- Employed mixed-methods research to uncover insights about user mental models that contributed to Sonos' foundational understanding of its customers and guided future product development
- Delivered practical recommendations that informed product experience and strategy, leading to improved usability of critical product features
- Mentored 10+ design teammates on best research practices, amplifying user research impact by empowering them to manage their own projects when user researchers were unavailable
- Spoke at Figma Config 2022 conference about research related to smartphone screen readers that contributed to updated accessibility workflows throughout the company

University of Michigan - School of Information

Graduate Student Instructor   *January 2020 - April 2020*

- Helped lead *SI 622: Needs Assessment and Usability Evaluation*, a graduate-level course covering a variety of UX research methods within a client-based group project
- Advised 17 student teams in their execution of UX research methods (including interviews, surveys, competitive analysis, and usability tests), communication with clients, and group dynamics
- Developed and carried out activities for over 100 students to enhance understanding of research methods and course material

Research Assistant   *January 2018 - February 2020*

- Assisted a professor in the execution of research projects, which included conducting interviews, using an eye tracker, and analyzing qualitative and quantitative data
- Co-author on published paper, "Evaluating the Social Media Profiles of Online Harassers: An Experimental Study of Attention and Attitudes," *Proceedings of the ACM on Human-Computer Interaction, Volume 7, Issue GROUP,* January 2023

SKILLS

UX Research: Interviewing, Diary Studies, Usability Testing, Survey Design & Analysis, Competitive Analysis, Heuristic Evaluation, Participant Recruitment, Qualitative Data Analysis, Quantitative Data Analysis, Research Reporting, Data Visualization, User-Centered Design Process

Tools: UserTesting.com, dscout, Miro, Google Sheets/Excel, Qualtrics, Alchemer, R, Python, Figma

Other: Presenting, Project Management, Cross-functional Collaboration, Mentorship, Storytelling

EDUCATION

University of Michigan - School of Information   *May 2020*
Master of Science in Information (focus in User Experience Research & Design)

University of Michigan   *May 2018*
Bachelor of Science in Psychology (with Distinction)