

PETER JOHNSON

UX PRACTITIONER WITH SUBSTANTIAL EXPERIENCE IN IT AND CONTENT STRATEGY



@pjohnson801



PJ@peterjohnson.info



Linkedin.com/in/peterjohnson80



<https://www.peterjohnson.info>

PROFESSIONAL PROFILE

UX researcher and designer, content strategist, and technologist with a solid background in e-learning. My persistent focus on strategizing optimal delivery of relevant, usable, and accessible content has contributed to my reputation of being “user-obsessed.”

WORK EXPERIENCE

LEARNING RESOURCE SPECIALIST, LEARNING EXPERIENCE - COLLEGE OF IT / WESTERN GOVERNORS UNIVERSITY

Remote / 2013 - Present

- Conduct usability evaluations of educational content and technology
- Apply content strategy techniques to align optimal content with learning objectives, and collaborate with subject matter experts, faculty, vendors, IT, and other stakeholders to craft unique, creative, and often experimental, e-learning solutions
- Iterate through e-learning redesigns in order to continuously improve the student experience
- Advocate for, and train colleagues about, best practices in usability and accessibility
- Strategically address urgent design & development issues by conducting root cause analyses, and collaborate with key stakeholders to resolve issues without delaying product launches
- Analyze quantitative and qualitative student data to inform future design decisions to improve the student experience
- Facilitate effective written and verbal communication with vendors and stakeholders at all organizational levels, adapting verbiage, tone and technical details as appropriate

USER EXPERIENCE (UX) CONSULTANT / FREELANCE

Remote / 2017 - Present

- Conduct qualitative research in the form of user interviews, task analyses and competitive research to inform designs
- Develop personas, user journey maps, and storyboards to illustrate scenarios and communicate opportunities for design improvements
- Conduct ideation & sketching to design prototypes of solutions
- Conduct heuristic evaluations, usability testing and quantitative data analysis to reveal and address usability concerns
- Identify and make recommendations to fix accessibility issues

EDUCATION

UNIVERSITY OF WISCONSIN-MADISON

Graduate Certificate in UX Design
August 2018 | GPA 4.0

WESTERN GOVERNORS UNIVERSITY

BS in Information Technology
July 2009

SKILLS & COMPETENCIES

UX Research & Design

Heuristic Evaluation

Usability Testing

Content Strategy

Agile & Scrum

Project Management

Cross-functional Collaboration

Technical Writing/Communication

Adobe XD

Adobe Illustrator

HTML & CSS

Microsoft Sway

Adobe Spark

Office 365

G Suite

PETER JOHNSON

UX PRACTITIONER WITH SUBSTANTIAL EXPERIENCE IN IT AND CONTENT STRATEGY



@pjohnson801



PJ@peterjohnson.info



Linkedin.com/in/peterjohnson80



<https://www.peterjohnson.info>

WORK EXPERIENCE (CONTINUED)

SOFTWARE DEVELOPER – CONTINUOUS INTEGRATION / SPARC

Charleston, SC / 2012

- Participated in sprint planning and retrospectives in an agile software development organization
- Managed software builds in RTC and deployed them via SSH
- Managed code repository and administered version control using RTC and GitHub
- Managed backlog database in RTC and maintained updates to software revisions
- Developed Java code and JUnit test cases for internal applications

CONFIGURATION MANAGEMENT ENGINEER / BENEFITFOCUS.COM

Charleston, SC / 2011 – 2012

- Managed deployment and configuration of Java-based web applications in Oracle WebLogic Server
- Set up and configured WebLogic application servers and IIS servers
- Configured software builds, updates, patches and releases using Apache Maven, Ant and TeamCity
- Managed version control database and repository with Apache Subversion

STUDENT MENTOR, IT COLLEGE / WGU

Remote / 2010 – 2011

- Provided guidance and instruction to IT students in diverse programs and courses in information technology
- Managed academic progress and scheduled learning resources and assessments as appropriate for students' expertise and readiness
- Participated in collecting, summarizing, and submitting recommendations on technology and platform improvements in the early days of the university

COORDINATOR – TECHNICAL SUPPORT / VERIZON WIRELESS

Salt Lake City, UT & Charleston, SC / 2002 – 2008

- Analyzed and resolved cellular data and voice issues
- Collaborated with network repair bureau to research and update ongoing technical issues in the internal knowledge base
- Coached & trained new technical support representatives
- Other positions held: Coordinator-Corporate Collections, Sr. Financial Services Representative and Sr. Customer Service Representative

CERTIFICATIONS

Cert. Assoc. in Project Mgmt. (CAPM)

CompTIA Project+

Sun Certified Java Associate (SCJA)

CompTIA Security+, Network+, A+

Microsoft Certified Professional (MCP)