

# Steve Kutz UX Researcher/Designer

UX Researcher/Designer fluent in web, mobile, EdTech, and B2B design principles with a focus on designing for accessibility, experienced at research, problem-solving, and communicating with cross-functional teams while balancing user with business needs to deliver products that meet or exceed customer expectations.

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## Experience

**Earth Hero mobile app** | *UX Project Lead* Oct 2022 - Feb 2023

- Remotely managed an international team of 20 across 7 time zones, tracked team progress, resolved issues, and lead weekly design sprints using Agile methodologies
- Assisted with UX Research, Strategy, Design, and Writing teams' tasks and presentations
- Used Google Analytics to justify additional Information Architecture research funding

**Royalty Hub mobile app** | *Lead UX Researcher* Aug 2022 - Nov 2022

- Hired, mentored, and lead research team for Phase 1 of music royalty app for startup
- Refined project scope via competitive analysis, surveys, interviews, and prototype testing

**Round Rock ISD** | *Math Teacher* Aug 2008 - Jan 2020

- Applied qualitative and quantitative analysis, surveys, and ethnographic field studies to improve Precalculus curriculum passing rates by 14%
- Implemented campus-wide intervention program, served as liaison between teachers and administration to drive improvements, raising state assessment passing rates by 23%
- Presented Google Classroom usage and best practices at district professional development

**Dell** | *Product Development Engineer* June 1998 - Oct 2007

- Influenced designs and presented issue solutions for consumer/enterprise customers with global launch of 244 hardware/software products, including 8 first-to-market opportunities
- Resolved high-impact field issues with corporate clients, wrote specifications, user guides, test plans, research reports, and collaborated with cross-functional teams and vendors
- Proposed and lead initiative to decrease production development cycle from 11 to 7 weeks, saving \$2.4 million per cycle and improving field quality by 55%

## UX Research and UX/UI Design Projects

**Honey's Hot Sauce** | *UX Research Case Study* July 2022 - Aug 2022

- Analyzed existing research data to create usability test plan to improve website traffic
- Coordinated test plan with UX Designers and presented UX Research results to justify improvements to stakeholders

**Equinox Payment Terminal** | *UX Research Case Study* June 2022 - Aug 2022

- Identified and researched issues with newly launched LUXE 8500i payment terminal
- Researched solutions via competitor research, ethnographic field studies, and interviews
- Documented findings to Equinox team and various vendors using the terminal

**Perfect Properties Real Estate App** | *UI Portfolio Project* Feb 2022 - April 2022

- Conducted competitor research to identify successful design patterns and features
- From product brief hand off, applied UI principles to implement design patterns, create mood boards, branding, style guide, and prototypes for mobile, tablet, and desktop layouts

**Breeze Digital Wallet** | *UX Portfolio Project* Dec 2021 - Feb 2022

- Used competitor research and user interviews to iteratively refine designs for different prototypes to develop a WCAG 2.0 compliant hi-fidelity prototype for a mobile wallet app

## Education

**CareerFoundry** | *UX/UI Design Certificate* Jun 2022  
**Lambda Academy** | *Full-Stack Web Development Certificate* Sept 2020  
**Austin Community College** | *A.S. Technical & Business Communication* May 2010  
**University of Texas- Arlington** | *Electrical Engineering-Biomedical emphasis* May 1997  
**Illinois State University** | *B.S. Biological Science* June 1989

## UX Research Skills

Interviewing  
Competitor Research  
Qualitative Analysis  
Quantitative Analysis  
Survey Design  
Usability Testing  
A/B & Tree Testing  
Personas  
User Journeys  
Storyboarding  
Card Sorting

## UX Design Skills

Adobe XD  
Figma/FigJam  
Mockups  
User Flows  
Wireframing  
Prototyping  
Design Thinking  
Interaction Design  
Information Architecture  
UX Writing & Auditing  
WCAG 2.0 compliance

## Tools

Photoshop, Illustrator  
InDesign, Express  
ChatGPT  
Visio  
Miro, Trello  
Firebase  
Google Analytics  
UserZoom  
Optimal Workshop  
Slack  
Zoom, Vowel  
Maze  
Optimal Workshop  
Hotjar  
Dovetail

## Programming

HTML  
CSS / SCSS  
JavaScript  
Python  
React/React Native