

Tyreek Houston, MLIS

User Experience Researcher

Experienced Researcher with over 6 years of experience in the technology industry. Excellent reputation for advocating for end-users, improving organizational processes, resolving complex problems, and delivering quality research insights.

Work History

Sep 2021 - present **User Experience Researcher**

ConsenSys

- Lead researcher with Infura at ConsenSys that's leveraged past research experiences to plan, strategize, and build my team's research process and procedures, workflow, and ecosystem.
- Led recruitment efforts and built a 40+ person participant pool in 17 days from a community that is natively private and can be hard to reach.
- Enabled marketing, customer success, design, and product teams to make data-driven decisions from research insights.

Mar 2020 - Sep 2021 **User Experience Researcher**

Ad Hoc LLC

- Refactored and implemented a company-wide strategy for persona use and maintenance on a client multi-million-dollar government contract.
- Leveraged academic research writing skills to create a [company blog post](#) on the intersection of Agile SAFe and HCD.
- Led moderated usability testing on a multi-million-dollar government product and communicated findings and recommendations for design enhancements to cross-functional teams, which resulted in an aggregate usability score of +85%.
- Delivered a presentation to senior leadership quantifying anecdotal user experiences into insights that research used to resolve pain points on a government system.
- Exceptional client and stakeholder management, turning stakeholders into research partners for early feedback prior to user testing.
- Acquired previous research team's discovery findings to lead a secondary discovery research workstream for design implementation on a government product.

Jun 2016 - May 2020 **User Experience Researcher**

Optum Technology

- Cross-functional research with various internal organizations, turning ambiguous business questions into clear findings.
- Optimized taxonomy and increased user engagement of an internal learning portal, resulting in a 116% increase of active users.
- Converted 2 Waterfall organizations to Agile organizations by teaching Agile framework and concepts.

Education

Master of Library and Information Science

Rutgers University

Bachelor of Arts in Information Technology

Rutgers University

Publications & Conferences

The Journal of Higher Education Theory and Practice (JHETP)

North American Business Press publication on the awareness and usage of massive open online courses (MOOCs).

2021 UXPA Poster Presentation

Poster presentation of research findings on how underrepresented groups become aware of and use massive open online courses (MOOCs) in New Jersey.

Personal Info

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LinkedIn

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Website

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Skills

Survey and recruitment design

Design thinking

Interviewing

Usability testing

Card sorting

Task analysis

Heuristic evaluations

Ethnography

Contextual inquiries

Field studies

Tree testing

Persona development

Accessibility evaluation

Statistical analysis

Regression analysis

Software

Research Hub

Optimal Workshop

Confluence

Jira

Slack

G Suite

Balsalmiq

Dedoose

LucidChart

Tableau

AdobeXD

Certificates

Feb 2019

User Experience: The Ultimate Guide To Usability and UX

Aug 2018

Scrum Product Owner

Jan 2017

Agile Essentials

Jan 2017

Human Subjects Research