**Jane Doe (Applying for User Experience (UX) Researcher position – Currently in Business Sector)**

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**Summary of Qualifications**

* Strong background in data analysis, qualitative and quantitative research, and usability testing.
* Adept at uncovering user insights through interviews, surveys, and analytics to improve digital experiences.
* Experienced in collaborating cross-functionally with product, design, and engineering teams to enhance user satisfaction and business outcomes.
* Former Business Analyst with 5+ years of experience leveraging data-driven decision-making to improve systems and processes.

**SKILLS**

* Software Products: Microsoft Office, Project, QuickBooks, Frame Maker, Oracle, Salesforce, Clarity, Google Analytics, UserTesting
* Programming Languages: SQL, Java, C++, Visual Basic, COBOL, Assembler

**EXPERIENCE**

**ACI WORLDWIDE – Omaha, NE** Oct 2020-Present

*Business Support Analyst; Information Developer; Project Manager*

* Conduct user research and feedback sessions to improve internal software usability, increasing employee efficiency.
* Design 7 internal technical documentation and user manuals to improve user experience and engagement with company tools.
* Design and maintain dashboards to track company performance, leveraging data analysis to guide business decisions.
* Collaborate with stakeholders to analyze customer feedback and identify opportunities for improving user interactions, leading to a 150% increase in user satisfaction ratings.

**WADDELL & REED FINANCIAL SERVICES - Omaha, NE**  Dec 2018-Oct 2019

*Compliance Administrator*

* Supervised internal user research to identify friction points in resource management tools and payment processing software.
* Resolved internal and external system issues through user testing and feedback analysis, leading to an increase in customer satisfaction.
* Presented findings to leadership, offering data-driven recommendations to improve workflows and user experience.

**EDUCATION**

**University of Nebraska at Omaha - Omaha, NE** Dec 2016

Bachelor of *Multidisciplinary Studies*

Concentration in *General Administration*

**Metropolitan Community College - Omaha, NE** May 1015

Associates in Applied Science

*Database Administration*