Jacque Harper

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Dedicated User Advocate

Advocate for end users with a passion for collaborative, agile development; desiring a role impacting the entire lifecycle of product development from conception to launch and continuous improvement, informing every step with user research. A musician (bass, bass guitar) who treats users as my beloved audience.

Core Competencies

• User Research	• Information Architecture	• Agile Methodologies
• Usability Testing	• Wireframing & Sketching	• Stakeholder Engagement
• Interaction Design	• Prototyping	• Project Management

Professional Experience

User Experience Architect & Researcher (2018 – present)   Press Ganey LLC, Chicago, IL

Leverage in-depth usability expertise to develop research plans, personas, user stories, sketches, wireframes, and prototypes. Share user experience perspectives and create prototypes to stimulate investigation and conversation. Effective interviews with client users in ongoing persona-building project.

Key Achievements:
- Conducted interviews and synthesis to build 6 Researched Personas starting from user types; an ongoing effort.
- Narrative research reporting with both qualitative and quantitative/data analysis.
- Foster relationships to build team cohesion across globally-distributed design team.

User Experience Lead / Internal Agile Coach (2016 – 2018)   Caxy Interactive, Chicago, IL

Facilitated project management and product ownership efforts. Led user research including moderating live, task-focused and general behavior interviews. Presentation of research findings to client leadership. Utilized Axure to create interaction design prototypes. Conducted internal agile coaching activities and led discussions on scrum, storytelling, planning, and team organization.

Key Achievements:
- Served as primary investigator conducting international research project for major musical equipment manufacturer.
- Mentored clients and internal teams by educating and advocating for agile work process.

User Experience Lead (2014 – 2016)   Kellogg School of Management, Evanston, IL

Conducted user research and interaction design for prospective student websites. Mixed-method testing procedures including card sort, tree test, and task testing, while using moderated and unmoderated prototypes. Refined design requirements through wireframing, sketching, and prototyping. Advocated for agile development processes to improve stakeholder communication and team cohesion.

Key Achievements:
- Conducted in-depth paper prototyping and conducted in-person usability testing for touchscreen device installed in all new classrooms. Findings led to design improvements by external vendor.
- Guided information hierarchy and navigation structure by direct user testing for prominent microsite.

User Experience Specialist (2013 – 2014)   Pathfinder Software, Chicago, IL

Developed user stories, workflows, sketches, wireframes, and prototypes. Communicated effectively and conducted comprehensive interviews with users and subject matter experts. Generated detailed documentation to capture usability concerns.

Key Achievements:
- Established reputation for resourcefulness; recognized for skills in agile principles to enhance team performance through process inspection.
- Conceptualized and developed guiding documents for products and applications.

Agile Coach (2012 – 2013)   Redpoint Technologies, Chicago, IL

Applied agile principles to transform organization, and clearly communicated with stakeholders to ensure understanding of reporting and relationships. Acted as subject matter expert and offered mentorship to teams on agile software development principles and best practices.

Key Achievements:
- Led institution of one-day sprints for increased team effectiveness.

Senior Interaction Designer (2011 – 2012)
Senior User Experience Manager (2007 – 2011)   Cars.com, Chicago, IL

Envisioned products and features using written and visual tools, including iRise prototypes. Monitored site analytics to gain insight into user behavior and needs. Developed test protocols and scripts for direct user research. Moderated and analyzed test sessions. Crafted and executed QA tests and assisted QA team. Partnered with product managers, designers, technical producers, and research staff on internal transformation team to upgrade and improve Cars.com internal work processes. Prioritized consumer needs while balancing dealers' and independent sellers' demands.

Key Achievements:
- Successfully transformed operation to agile development environment, as subject matter expert (SME).
- Promoted to Senior User Experience Manager within one year and supervised three user experience managers.
- Improved inventory search usability and collaborated with cross-functional teams to implement functionality modifications.

*Additional experience as **Information Architect**, Heidrick & Struggles; **Graphic Designer/Web Developer**, UOP; and **Production Artist/Graphic Designer**, Digital People.*

Education

Master of Music	Bachelor of Arts in Music
San Francisco Conservatory of Music	Carleton College
San Francisco, CA	Northfield, MN