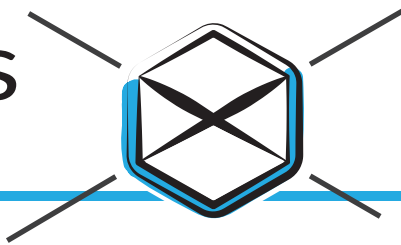


Jason Glass

User Experience, Interaction
Design and UX Strategy



847-502-7482
www.byjrGlass.com
jason@byjrGlass.com

about me

I design Interactions.

I've always had an affinity for problem solving, whether it's improving customer journeys, creating new work protocols, or designing systems. I welcome the challenges that come before us; by gathering and applying UX Research & Strategy, testing my designs, and exploring every available avenue. I have the opportunity to craft experiences to make lasting impressions on the users and exceed expectations before me.

skills

User Experience (UX)
Interaction Design (IxD)
User Centered Design
UX Strategy
Wireframes, Mockups, & Prototypes
User Research
Persona Creation
Information Architecture
Contextual Inquiry
Heuristic Evaluations
Usability Testing

education

DePaul University
Masters Human Computer Interaction
Grad: Dec 2014 GPA: 3.92

Illinois Institute of Art
Bachelors of Fine Arts – Media Arts &
Animation
Grad: Mar 2004 GPA: 3.3

experience

Freelance & Consulting

Sept 2014 - Current

- Redesigned and built a responsive retail website. Utilized a new Information Architecture to increase page views by 50%.
- Updated an existing website to better follow best practices, maximize available space, adjust responsive rules, and provide consistent typography
- Designed research material and provided policy guidance to help social media startup identify users, their needs, and habits
- Consulted with a library to provide a neutral view on current web offerings, address future plans, and their integration with current policies
- Designed the interaction design and information architecture for an online drink selector used as part of a limo service
- Redesigned the IPASS website as a mobile app (spec work) to address user complaints and presented final designs to Illinois Tollway Board

User Architect @Petfinity

May 2014 - Aug 2015

- Extensive research into social patterns, the dynamics between pet owners and their pets, the pet industry
- Performed competitive analysis on prominent social media platforms to aide in designing fresh yet recognizable interactions
- Designed interactions that reinforced brand guidelines and brought a strong focus to the Owner/Pet dynamic
- Developed site policies that fostered community development by creating a safe space to communicate, buy/sell merchandise, and find local services

Dir. of Operations @Gold's Gym Gurnee

Aug 2010 - Oct 2013

- Using Service Design techniques, performed continual research into the needs of customers and employees to provide services that improved their quality of life
- Designed and implemented processes to improve efficiency, response times, and reduce errors via template system
- Built out a data governance system and protocols that reduced associated errors, increased revenue, and provided more accessible documents
- Responsible for spearheading upgrade of Software Suite and associated hardware
- Managed 20 employees in their daily tasks, provided training, processed all paperwork, and resolved account issues.