

317-677-2939
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Portfolio:
<https://BenjaminUX.studio>

Benjamin Frailey

UX Researcher

User Experience Research is...

Empathy & Innovation

I believe that without UX Research you are designing a product for no one. Without communicating the research's insights, the research is pointless. My focus on both UX Research & Communication bridges the gap between a great idea & a great product.

UX Career Experience

Skills

Research Methods

Field Research, Focus Groups, Usability Testing, Interview Design, Survey Design, Qualitative Analysis, Heuristic Evaluation, Prototyping, UX Design, Accessibility, Hardware Proficient.

Project Management

Project Leadership, AGILE, SCRUM, Recruitment, Protocol Design, Scoping.

Communication

Public Speaking, Report Writing, Presentations, Tutorial Creation, Data Visualization, Customer Service, IT Help, Miro, Slack, Microsoft Suite, Adobe Suite, OBS.

NetEase Games

06/22 - 10/23
Remote

Games User Researcher

- Completed 15+ studies, in-person & remote. Consistently recognized for my pro-active attitude, excellent communication skills & easy going nature.
- Lead the design, solo execution, & reporting of an entire project. Worked with global stakeholders to define objectives, designed the protocol & guides, executed 4 group sessions & delivered final conclusions.
- Developed player guides for OBS & other playtest tools that reduced prep time & streamlined execution.

EyeSquare

11/21 - 06/22
Remote

UX & Market Researcher

- Conducted multiple research studies often with 20+ participants, handing off data to global stakeholders. Praised for my calmness under uncertain circumstances.
- Facilitated focus group involving eye-tracking, market research, & gameplay as sole in-person researcher.

PEAKmind

08/21 - 10/21
Remote

UX Consultant

- Re-designed MVP & planned future AGILE sprints in Trello that were presented to stakeholders.

NSF.gov

09/20 - 11/20
Remote

UX Researcher

- Designed, onboarded, & facilitated a 2 day remote research workshop in Miro with 50+ CS participants.

Willeder

09/19 - 05/20
Lafayette, IN

UX Consultant

- Used several AGILE sprints to redesign existing desktop site & mobile app. Hand offs met with great praise.