

ZACH VAN CLEEF

UX Research

zachvancleef.com
zachvancleef.ux@gmail.com
(contact for phone info)

EXPERIENCE

Lead UX Researcher CarMax (CMU Capstone) | Pittsburgh, PA

January 2021 - August 2021

- Designed and executed on qualitative and quantitative research studies including interviews, contextual inquiries, diary studies, surveys, and usability tests
- Coordinated, recruited, and scheduled participants for multiple user research studies using a variety of recruitment outlets
- Analyzed and synthesized data from research studies to create actionable insights that were incorporated throughout the development of our voice prototypes
- Planned and ran research-oriented workshops with key stakeholders and design teams

UX Researcher Kelly Strayhorn Theater (CMU) | Pittsburgh, PA

August 2020 - December 2020

- Designed and executed on several user research methodologies to discover, test, and validate ideas around a remote theater experience
- Studies designed and conducted include: Think-aloud testing, contextual inquiry, affinity diagramming, storyboarding, speed dating, and experience prototyping

Lead Researcher SEU Cognition Lab | Austin, TX

August 2017 - July 2020

- Coordinated daily data collections during Spring and Fall semesters; oversaw scheduling and planning
- Analyzed, interpreted, and visualized data from hundreds of participants across several simultaneous projects
- Trained research assistants on lab set up, procedure, and protocol each semester

EDUCATION

Carnegie Mellon University, School of Computer Science

August 2021

Master of Human-Computer
Interaction

St. Edward's University

May 2020

Bachelor of Arts, Psychology
Minor in Computer Science

METHODS & TOOLS

Research Methods

In-Depth Interview
Contextual Inquiry
Think-Aloud
Speed Dating
Usability Testing
Journey Mapping
Heuristic Evaluation
Rapid Prototyping

Tools

Qualtrics	Photoshop
SPSS	InDesign
Figma	Illustrator
Miro	After Effects

Programming

Python	HTML+CSS
Java	Javascript