Joseph Hayashi

Seattle, Washington • josephhayashi@gmail.com • linkedin.com/in/josephhayashi • https://www.josephhayashi.com/

User Research Operations

User Research Ops professional with a talent for streamlining processes to boost efficiency and success. Experienced in macros and software tool development to optimize operations and research studies. Applies creative design thinking to enhance efficiency and minimize human error. Skilled in project management, cross-functional collaboration, and stakeholder engagement.

WORK EXPERIENCE

Recruitment Coordinator

Microsoft Xbox Research **Redmond, WA • 06/2024 - Present**

- Designed and developed software tools in Python and VBA, reducing human error and improving efficiency.
- Coordinated stakeholder study requests while balancing team capacity.
- Led cross-functional team and stakeholder meetings to drive successful project outcomes.
- Simultaneous study recruitment utilizing the in-house-created research tools.
- Research survey creation, administation a and processing.
- Trained team members on research study tasks, including recruitment processes.
- Developed and maintained comprehensive operational documentation.

User Research Coordinator • Full-time

Microsoft Xbox Research **Redmond, WA • 09/2022 - 06/2024**

- Designed and developed software tools in Python and VBA, reducing human error and improving efficiency.
- Created and improved existing operational documentation through operation analysis, increasing study success.
- Managed recruitment and moderation for hundreds of research studies, leading to valuable insights for product improvement and informed decision-making.
- Guided successful projects by leading cross-team and stakeholder meetings.
- Collected and organized data from live focus group interviews.

EDUCATION

Bachelor Of Arts In Interactive Media Design

University Of Washington Bothell • GPA: 3.86 09/2020 - 06/2022

PROJECTS

P.A.R.T.

01/2022 - 06/2022

UW Bothell Design Capstone Project

- Created wireframes, mockups, and prototyping in Figma to develop an augmented reality physical therapy product concept via desktop, tablet, and Microsoft Hololens 2 to enhance elderly patient outcomes.
- Led primary research with medical professionals, software engineers, and physical therapy patients, using interviews and online surveys to identify patient demographics, workflow pain points, patient experience, and data quality.

- Conducted secondary research via augmented reality research articles, studies, competitive analysis, and domain immersions.
- Utilized Figjam to ideate B2C flow and low-fidelity wireframes for physical therapist dashboard and patient augmented reality interface.
- Authored style guides that include color theme, typography, and iconography to maintain design cohesiveness.
- Created a front-end video to demonstrate product use and flow and a back-end video to present design thinking and process using Davinci Resolve and hosted on Vimeo.

Window Tracker

Problem: Participants failing to stay on task for structured testing over virtual machines required tracking past activity.

Solution: Developed a desktop application in Python to track and visualize active window usage and time logs.

- Designed a dynamic, user-friendly GUI with collapsible panels (treeview), enabling easy filtering and navigation of tracked activity by window or process.
- Implemented customizable filtering, real-time data updates, and export features for generating comprehensive logs in a digestible format.
- Utilized Windows API for accurate foreground window detection and automated logging with robust error handling.
- Structured code for future scalability to support remote monitoring across multiple VMs.

QR Code Generator

Problem: Time-sensitive access to online forms and surveys for onsite participants.

Solution: Developed a cross-platform desktop application using Python to generate and export QR codes in PNG, PDF, and SVG formats.

PDF Extractor

Problem: Electronically signed PDF waivers required individual opening, validation, and modification for long-term storage.

Solution: Developed an automated PDF data extraction and batch renaming tool using Python, enabling efficient parsing of signed PDF waivers, and audit tracking into structured Excel reports.

Matrix Profile VBA

Problem: Complex surveys with multiple profiles dependent on a combination of matrix questions required manual and tedious checking across thousands of submissions.

Solution: Designed and developed an Excel VBA system to automate profile assignment based on a code-free configurable Excel sheet enabling saved answer keys for each survey.

TextJoin VBA

Problem: Online survey response output from matrix questions required consolidation.

Solution: Designed and implemented automated column data consolidation using simple mouse selection, significantly improving efficiency by eliminating manual typing of Excel formulas.

SKILLS

- Research Ops Dev Tools
- Project Management
- User Research
- Mixed Methods Research
- Python
- HTML
- CSS
- Figma
- Excel VBA