

Hello! my name is **jeanne harran**

My name is Jeanne, although I go by Jeannie. I'm a human centered design researcher. When I'm not engaging with customers to better understand their experiences and pain points, I'm planning my next adventure around the globe. (as soon as we get through this pandemic)

My passion is channeled into a travel blog, [Pure Wander](#). We focus on all things traveling in packs.



work experience

Get in Touch

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SS&C Intralinks

Head of UX Research & Content Strategy

2014 - Present

2019 - Present

Currently leading a growing team of user researchers, copywriters, and content strategists in the niche investment banking Fintech space. Accomplishments in this role thus far include:

- Created the company's first user experience benchmark program. Established customer and business centric metrics allowing Intralinks to measure design return on investment over time. Recruited for unmoderated usability sessions with UserZoom's intellizoom platform.
- Built a research operations program, allowing our team to do what they do best. Collect and analyze compelling unbiased quantitative and qualitative data. (UserZoom, Calendly, Miro)
- Developed an internal 'guerrilla-testing' program to allow scrum team members to gather in-sprint usability feedback. (UserZoom, Invision)
- Established strong relationships with key members in the sales, customer success, legal, and procurement groups, ensuring the team has the right tools and participants to do the job.
- Oversaw the content strategy team's creation of a copy style guide, providing the Intralinks with a more consistent tone and voice throughout our applications. (Miro, Invision DSM)
- Evangelized the importance of user experience within the Intralinks community through written and multimedia content. Conducted several lunch and learn sessions presenting on the importance of triangulating quantitative and qualitative data.

Senior UX Designer

2017 - 2019

- Temporarily relocated to hire, train, mentor, and build a new design team to support our engineering presence in Romania.
- Traveled to visit clients onsite, facilitating workshops to better understand the daily activities and challenges investment bankers face.
- When travel was not feasible, hosted remote workshops to align on product requirements and goals with our global team members. (Miro)
- Create, iterate, and collect feedback on prototypes (Sketch & Invision) with internal stakeholders and clients.
- Responsible for end-to-end remote usability testing remotely with clients. (recruitment, protocol creation, moderation, and analysis)
- Assist in organizing and prioritizing the product backlog as a member of the scrum team. (Jira & Confluence)

UX Designer

2016

- Create, iterate, and test prototypes (Sketch, Invision, Axure) with internal stakeholders as well as clients.
- Collaborated with mobile development teams to establish design patterns for our Android applications.

Associate UX Designer

2015

UX Design Intern

2014

The User Experience Center at Bentley University

Research Associate

2013 - 2014

- Communicated expert insight to resolve usability issues on web and mobile interfaces for an array of global clients.
- Recommended research plans that assist clients in achieving their goals within digital experiences.
- Draft and iterate upon recruitment screeners and test scripts that yield critical user insight.
- Facilitated in person and remote usability tests.

Tools

Adobe Creative Cloud

Axure

Balsamiq

Calendly

Confluence

Jira

Invision

Microsoft Office

Miro

Qualtrics

Sketch

UserZoom

Wellesley Information Services

Web Operations Specialist

2012-2013

Jr. HTML Content Editor

2011-2012



education

Bentley University

Masters of Science, Human Factors and Information Design

2015

Syracuse University

Bachelors of Industrial Design

2009