

# Hello! my name is **jeanne harran**

My name is Jeanne, although I go by Jeannie. I'm a human centered designer & 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!)



## work experience

### Get in Touch

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 Jeanne Harran  
Greater Boston Area

### Dell Technologies

#### Lead User Experience Researcher

2021

- Collaborate closely with the Dell Financial Services to standardize how qualitative research is collected and analyzed in an agile development environment.
- Mentor junior designers on how qualitative research methodologies are conducted. Facilitate a workshop series with topics including moderation techniques, methodology education, and how to set up studies in [usertesting.com](https://www.usertesting.com).
- Design and analyzed an unmoderated usability test on promotional sales events for our consumer and small business segments. ([usertesting.com](https://www.usertesting.com))

### SS&C Intralinks

#### Head of UX Research & Content Strategy

2019 - 2021

Lead a talented team of user researchers, copywriters, and content strategists in the investment banking Fintech space.

- Created the company's first user experience benchmark program. Established customer and business centric metrics to measure design return on investment.
- Built a research operations program, allowing our team to focus on collecting compelling unbiased data.
- Developed a 'guerrilla-testing' program to allow scrum team members to gather in-sprint usability feedback.
- Established strong relationships with key members in the sales, customer success, legal, and procurement groups, ensuring the research and content strategy 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.
- Educated the Intralinks community on the importance of user experience through written and multimedia content. Conducted several lunch and learn sessions, emphasizing 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 in Romania.
- Facilitated on-site and remote workshops with stakeholders and clients to understand customer pain points and align on product requirements. (Miro)
- Created, iterated, and tested prototypes (Sketch & Invision) with internal stakeholders and clients.

#### UX Designer

2016

#### Associate UX Designer

2015

#### UX Design Intern

2014

### The User Experience Center at Bentley University

#### Research Associate

2013 - 2014

- Communicated expert insights to resolve usability issues on web and mobile interfaces for an array of global clients.
- Recommended research plans that assist clients in achieving their business and design goals for their digital experiences.
- Drafted recruitment screeners, interview guides, and test scripts. Facilitated in person and remote usability tests.

### 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

### Tools

Adobe Creative Cloud

Axure

Calendly

Invision

Microsoft Office

Miro

Qualtrics

Sketch

Usertesting.com

UserZoom