

# Dylan Jarvis

## UX Researcher

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## SUMMARY

A hard-working and determined individual seeking a challenging position in a reputable organization to expand his learnings, knowledge, and skills as a UX Researcher. Achieved 15% increase in customer satisfaction after designing a new program for corporate clients. Well-versed in statistical analysis and qualitative and quantitative research.

## SKILLS

- Statistical Analysis
- SPSS
- Research (Qualitative and Quantitative)
- Python and C++
- UX Research Methods
- Verbal & Written Communication
- Problem Solving
- Conflict Resolution
- Time Management
- Multitasking
- Google Drive (Docs, Sheets, Slides)
- Customer Service
- Sales & Marketing

## EDUCATION

### Master of Arts in Experimental Psychology

San Jose State University  
San Jose, CA

Upcoming

### Bachelor of Arts in Psychology

Graduated with Honors  
California State University, East Bay  
Hayward, CA

Dec 2020

### Associate Degree in English

Ohlone College  
Fremont, CA

May 2012

### Associate Degree in Human Development

Ohlone College  
Fremont, CA

May 2012

## **VOLUNTEER EXPERIENCE**

**Research Assistant**  
**California State University, East Bay**  
**Supervisor: Dr. Toosi**  
Hayward, CA

Nov 2020- May 2021

- Collect, review, and edit data to ensure completeness and accuracy of information
- Meets regularly with the supervisor to discuss research assignments
- Manage and respond to project related emails
- Provide ready access to all experimental data for the faculty researcher
- Conduct quantitative/qualitative data collecting and coding for current research topic
- The current project aims to determine the relationship between the U.S. Congress and use/perception of religion in public statements following the killing of George Floyd

## **WORK EXPERIENCE**

**Sales and Marketing Manager**  
**LeMans Karting**  
Fremont, CA

Dec 2012- Mar 2020

- Handled all incoming calls or emails regarding any private or corporate parties
- Booked and hosted team building/corporate events up to 250 customers at a time
- Provided exemplary customer service for all incoming and outgoing customers
- Logged all current and past sales opportunities through Salesforce
- Oversaw quality control for all sales employee projects
- Maintained monthly sales goals, individually and collectively
- Scheduled email notifications for special promotions
- Conducted market research to identify new opportunities
- Supported social media presence online
- Monitored competitors' marketing efforts and executed marketing strategies in line with the company's objectives

## **RELEVANT COURSEWORK**

**Research in Social and Personality Psychology**  
*Course description:* An advanced research course in which students design and execute an empirical research study related to social and personality psychology. Includes data collection, quantitative data analysis, and presentation in an APA style research report.

Aug 2020- Dec 2020

**Cognitive Psychology**  
*Course description:* Selected topics in thinking and information processing in humans, such as memory, attention, problem solving, language, concept formation, creativity, and imagery. Experiments and theories are described, analyzed, and interpreted.

Jan 2020- May 2020