

# Tyreek Houston, MLIS

[thousto2@gmail.com](mailto:thousto2@gmail.com)

(609) 284-2411

<http://www.tyreekhouston.com>

## Education

Rutgers University

Master of Library and Information Science

Bachelor of Arts in Information Technology

## Certifications

User Experience: The Ultimate Guide To Usability and UX	<i>Feb 2019</i>
Scrum Product Owner	<i>Aug 2018</i>
Agile Essentials	<i>Jan 2017</i>
Human Subjects Research	<i>Jan 2017</i>

## Experience

### **Jr. User Experience Researcher**

Ad Hoc LLC

*May 2020 - Present*

Cross-functional research with various internal and external organizations to design and deliver user friendly government products and systems.

- Acquired and independently led a 3 year old research workstream.
- Leveraged academic research writing skills to create a company blog posts on the intersection of Agile SAFe and HCD.
- Analyzed, synthesized, documented and communicated findings and recommendations for design enhancements to cross-functional teams.
- Acquired previous research team's discovery findings to lead a secondary discovery research workstream for design implementation.

### **User Experience Researcher**

Optum

*June 2016 - May 2020*

Cross-functional work with various internal organizations to understand, define, ideate, prototype and test solutions for stakeholders.

- Designed surveys to identify user needs and synthesized survey results to create user personas, storyboards and design recommendations
- Performed generative research to increase usability of websites by collecting survey data, analyzing user

pain points, synthesizing results and presenting actionable recommendations to design team

- Optimized taxonomy and increased user engagement of internal learning portal, resulting in a 116% increase of active users
- Converted 2 Waterfall organizations to Agile organizations by teaching Agile framework and concepts

## **Researcher**

Rutgers, The State University of New Jersey

*Jan 2018 - May 2018*

Exploratory research to understand how underrepresented groups use open online learning platforms.

- Lead a 6-month exploratory research study in New Jersey focused on the intersection of race and educational technology
- Defined research goals, methods, recruitment plan, and measures to submit an Institutional Review Board (IRB) approved study
- Wrote literature review on Massive Open Online Courses (MOOCs), The Technology Acceptance Model (TAM) and the Digital Divide
- Recruited 10 participants and conducted interviews, analyzed and synthesized data, generated insights, and created a peer reviewed paper
- Learned that MOOCs benefit 100% of participants with educational advancement and goal achievement
- Submitted research to journals and conferences, currently accepted in the 2020 iSchools and UXPA conference

## **Skills**

*Research Methods*

Qualitative: Survey and recruitment design, design thinking, interviewing, usability testing, card sorting, task analysis, heuristic evaluations, ethnography, contextual inquiries, field studies

Quantitative: Statistical analysis, regression analysis

### *Software*

Balsalmiq, Dedoose, LucidChart, AdobeXD, Tableau, EdDrwa, MS Suites