

# Maxwell Nelson

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## UX Project

### Design Researcher

#### eCycle Hubs

*Georgia Institute of Technology - Independent Study  
Aug 2021 - Dec 2021 / Atlanta, GA*

- Designed and distributed a survey to recruit participants for semi-structured interviews that received 90+ responses.
- Brainstormed product ideas using the SCAMPER and Mind Mapping methods.
- Used Figma with a defined style guide and list of typefaces to create low, medium, and high-fidelity functional prototypes.
- Evaluated the design using a questionnaire and Heuristic Analysis with users.

## Work Experience

### Enterprise Software Consultant

#### Sunrise Technologies

*Dec 2018 – Aug 2020 / Winston Salem, NC*

- Implemented warehouse, product lifecycle solutions and other supply chain components on four Microsoft Dynamics 365 Finance and Operations projects.
- Communicated directly with clients to provide support and solutions on topics that were business critical.
- Collaborated with developers to provide custom development services and communicated with the client on updates and testing.

### Customer Support Specialist

#### SIDEARM Sports

*Oct 2015 – May 2018 / Syracuse, NY*

- Provided timely support for technical issues via phone and email for customers.
- Performed administrative duties via a webserver to solve complex backend D1 collegiate sports games streaming issues.

### Social Media Marketing/Web Design Intern

#### Tribeca Digital

*May 2017 – Aug 2017 / New York, NY*

- Managed and selected engaging content to increase active users for MyShowdown, an online crowdsourced debate platform.
- Expanded the MyShowdown user base from zero to over 8,000 in three months utilizing Facebook Ads.
- Tracked website activities using Google Analytics and Crazy Egg.

## Education

### Georgia Institute of Technology

#### MS Human Computer Interaction

*Aug 2021 – May 2023 / Atlanta, GA*

### Syracuse University

#### BS Information Management and Technology

#### Minor, Entrepreneurship

*Aug 2014 – May 2018 / Syracuse, NY*

## Skills

### Research

Survey Design  
Card Sorting  
Personas  
Contextual Inquiry  
Affinity Model  
Heuristic Evaluation  
Field Studies  
Usability Testing  
Feedback Sessions

### Design

Brainstorming  
Sketching  
Wireframing  
Prototyping  
Service Design

### Programming

HTML/CSS  
JavaScript

## Tools

Figma  
Sketch  
Miro  
ProtoPie  
Qualtrics  
Asana  
Trello  
Adobe Suite

Google Analytics  
Google Ads  
Google Forms  
Microsoft Office  
Mural  
FL Studio  
Splice  
WordPress

## Activities

### Graduate Teaching Assistant

*Georgia Tech HCI Undergraduate Course  
Spring 2022*

### Peer Advisor

*Syracuse iSchool  
Spring 2017-Spring 2018*

### Undergraduate Teaching Assistant

*Syracuse Web Design Course  
Fall 2017*