

Austin Van Scoik UX Researcher & Designer

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Summary

User Experience research and design lead with 4+ years of experience in the field. Skilled in the planning and performing of user research, advocating user needs, balancing customer requirements, rapid iteration of innovative solutions, testing, refinement, and delivery of software-developer digestible design specifications to support team needs.

Skills

User Research & Testing

- Cognitive Systems Engineering
- Content Analysis & Audit
- Contextual Inquiry
- Data Collection & Analysis
- Experience Mapping
- Qualitative & Quantitative Analysis
- Survey Design & Analysis
- Persona
- Prototyping
- User & Stakeholder Interviews

Design

- Low-to-High Fidelity Visuals
- Participatory Design
- Scenario Generation
- Strategy & Management
- User Story Writing
- Workshopping

Tools

Software

- Confluence
- Jira
- Miro
- Sketch

Experience

MILE TWO, LLC (Dayton, OH / Remote)

Lead UX/UI Designer | Jan 2020 - Present

DELVE project | Q2 2022 - Present

Data Aggregator & Marketplace

Currently

- Leading design team (3 designers, 1 CSE) to produce enhancements and new functionality based on customers' and users' high-level goals.
- Collaborating and communicating with data and development team-leads to set expectations of project trajectory.
- Continuing to conduct research and work with team to plan out ongoing project work that regularly delivers valuable functionality while working towards customers' goals.

Closed-ALPHA Testing | Q3 2023

- Organized and proctored 2 separate group user-testing sessions, partitioning users to run more tests on a tight timeline.
- Extracted and organized 312 feedback statements into specific follow-up targets for post-ALPHA feature enhancement.

Closed-ALPHA Milestone Targeted | Q1 2023

- Prioritized customer requirements based on ALPHA goals and its timeline, then built a timeline of strategized functionality for execution.
 - Outlined user-testing materials based on reverse-engineered customer goals for ALPHA.
 - Produced a variety of testing materials to support in-person, remote, and asynchronous user-testing.
- Utilized generative AI to produce realistic 'dummy data' for test targets.

Discovery Phase | Q2 2022

- Transitioned onto project in the discovery phase and integrated into ongoing interview process with 30+ Air Force subject matter experts in research and operations.
- Identified and compared different user types and their specific needs to find overlaps and better support Air Force users overall.
- Stepped into agenda-gap during an in-person workshop to facilitate an MVP mapping activity and encourage separate teams to align on a more unified project vision.

Awards & Achievements

Quarterly Portfolio Reconition

Mile Two - December 2023

Formal Design-Lead Recognition

Mile Two - October 2023

Quarterly Portfolio Reconition

Mile Two - August 2023

Presidential Award

Mile Two - December 2021

Promotion to Mid-Level UX/UI Designer

Mile Two - March 2021

Education

Masters of Science -
Human Computer Interaction Design
Indiana University - 2019

Experience (continued)

MILE TWO, LLC (continued)

Lead UX/UI Designer | Jan 2020 - Present

AFWERX Portal project | Q3 2022

Air Force Technical & Social Market

- Adapted the functionalities of the previous TechScout tool to support changing needs and goals of Air Force customer.
- Mapped out an efficient minimum structure of the greater DoD to establish an organizational frame-of-reference for Gov't users to be able to understand and navigate.
- Set boundaries to facilitate project progress and commit to work strategically as scope and customer goals continued to take shape.

Contract Management Tool project | Q2 2022

Data Aggregation & Discovery tool

- Transitioned onto project towards the end of its life-cycle to accelerate workflow and meet deadline.
- Worked with design lead to prioritize, subdivide, and execute remaining work more efficiently.
- Outlined, designed, and refined bulk task-reassignment functionality for the handling of unplanned resource changes mid-contract.

TechScout project | Q1 2020

Data Aggregation & Discovery tool

- Stepped up as acting design lead early in career and integrated with team to understand their needs and deliver supportive design specifications.
- Customized design specifications to balance design and development needs and better support the pace of our project work.
- Created a 'time capsule' with high-level overviews and low-level specifications to document project progress when it was paused with little warning.

St. Jude Children's Research Hospital / ALSAC

UX Research/Design Intern | May 2018 - Aug 2018

- Executed information-architecture studies of St. Jude sites and fund-raiser campaigns to identify pain-points in donors' experiences.
- Designed and A/B tested fundraising pages to analyze their emotional impact and engage donors efficiently.
- Conducted and analyzed 100+ hours of user research to enhance understanding of factors driving donation behavior.
- Organized study insights and present solutions to the pain-points of prospective St. Jude donors.