

Sarah Ann Jump

curiosity-driven user researcher
with experience in storytelling

Contact

Portfolio: sajump.com
hello@sajump.com
LinkedIn Profile

Education

MFA Interaction Design
School of Visual Arts
2020 - 2022 | New York, NY
Graduate Assistantship

BFA Photojournalism
Rochester Institute of Tech.
2011 - 2015 | Rochester, NY
Summa Cum Laude

Skills

Research

ethnography
in-depth interviewing
usability testing
persona development
survey design

Leadership

workshop facilitation
people management
creative problem solving
project management
communication

Design

participatory design
wireframing + prototyping
service blueprints
information architecture
customer journey maps

Tools

User Interviews
Jira, Confluence
Optimal Workshop
Adobe Creative Suite
Research Repositories
Figma, Miro, Webflow

Experience

Intern User Experience Researcher // Interos Inc.

June - August 2021 | Washington, D.C.

- Advocated for user needs based on qualitative and quantitative research for a machine learning-powered B2B SaaS supply chain risk management platform.
- Designed, recruited, executed, and communicated the results of concept testing that influenced the design and product strategy for a high-priority new feature.
- Strategized engaging ways to socialize findings for alignment between engineering, product, design, and customer success teams.
- Developed research infrastructure by creating a strategy for recruiting participants for an industry-specific research panel.

UX Research Consultant // Women's Parkinson's Project

May - August 2021 | Remote

- Supported the accessible website design process with the needs of women with Parkinson's disease in mind.
- Uncovered dozens of opportunities to improve the user experience through a heuristic evaluation, tree testing, user interviews, and usability testing.

Contract User Experience Researcher // Citi Ventures

March - May 2021 | San Francisco, California

- Designed and executed a qualitative, generative and evaluative research study that influenced the design direction of a data-driven, consumer-facing tool to promote skills-based career growth created by Citi's innovation incubator.
- Collaborated with the Product Manager to develop and implement the first protocol for recruiting existing product users for research studies, leading to increased stakeholder exposure to users.
- Shared findings with stakeholders in multiple actionable formats, including an interactive visual report, a presentation, and product team ideation workshop.

Graduate User Researcher // Citi Ventures x SVA

September - December 2020 | New York, New York

- Led a collaborative product design team in the end-to-end process to create a high-fidelity prototype of a solution to promote skills-based career growth.
- Conducted exploratory user research, which informed Citi's product roadmap.

Chief Photojournalist + Editor // The Herald

January 2016 - July 2020 | Jasper, Indiana

- Conducted 250+ in-depth interviews and documented candid moments to tell 82 long-form journalistic stories that promoted understanding and empathy.
- Led user experience research and strategy to implement cost-effective solutions to improve The Herald's digital products and innovate ways to reach new audiences, resulting in a 254% increase in page views.
- Hired, managed, and mentored 8 staff photojournalists and photo interns.