

DMITRI KNAPP.

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TO WHOM IT MAY CONCERN

I specialize in conducting user centered research to create and refine digital products. My problem solving and iterative solution approach has allowed me to lead design thinking based workshops and optimize processes for my internal team.

In my current position as a UX researcher for Ndustrial, I conduct workshops and user research to define and design a data health platform that visualizes the accuracy and reliability of IOT integrations to assist in energy management decisions. In addition to working full time at Ndustrial, I also manage the design direction of a hospitality hiring platform along with a small team of devoted developers. In this role, I research user actions, goals, and pain points to assist in product feature road maps, product usability and marketing initiatives.

In previous experiences, I have interacted with large offshore and onshore development teams, expanded design thinking for developers and non-developers, and exceeded KPI targets through iterative product refinement. At North Carolina State University, my thesis research explored how virtual reality can assist 5th grade students with ADHD during problem based learning. In this year long exploration, I conducted user centered research to understand the user's pain points and a rapid iterative approach to create a student-teacher toolkit that improves creative freedom within a virtual environment by eliminating distractions.

Dedicated to every aspect of my craft, I will be a valuable asset to your company and I look forward to meeting you soon. Thank you for your consideration.

Sincerely,

Dmitri C. Knapp

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"Want your users to fall in love with your designs? Fall in love with your users"

- Dana Chisnell

User Research Methods

Literature Review
Interviews
Fly on the Wall
User Testing
Personas
Scenario Building
User Journey Mapping
Storyboarding

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EXPERIENCE

Industrial. UX Researcher

December, 2019 - Present | industrial.io

- Leading foundational and iterative research to define and design an IOT Integration health feature that allows non developers to make decisions on energy management projects.
- Exceeding KPI targets through usability testing, persona research and data analytics.
- Orchestrating workshops to identify, aggregate, and prioritize features for alignment in roadmaps.

Jobii. Experience Director & Partner

June, 2018 - Present | findjobii.com

- Responsible for product management, user research, prototyping, design, and user testing in a team that creates a service that fosters inclusivity within the hospitality hiring market.
- Designing workshops that challenge company values and align brand messaging towards desired users.
- Expediting development by using lean UI practices.

Mann & Hummel. Product Designer

May, 2019 - December 2019 | senzit.io

- Collaborated with a team to research, redesign, and test a predictive maintenance platform for fleets of heavy duty vehicles to prevent engine damage.
- Interacted with 13 offshore developers to refine and implement proposed designs.
- Modified designs to achieve an increase of time spent within the platform by 10%.

EDUCATION

NC State. Masters in Graphic Design

August, 2017 - May 2020

Thesis: The design of a virtual reality toolkit to assist 5th grade students with ADHD during problem-based learning.

SUNY Albany. Bachelors in Fine Arts

August, 2009 - May 2014

Curriculum: Sculpture, Painting, Photography
Figure Drawing, Etching, Screen Printing

SKILLS

Usability Testing
User Research
Participatory Design
Storyboarding
Heuristic Analysis
Competitive Analysis
Ethnographic Research
Information Architecture

TOOLS

Jira / Confluence
Google Analytics / Pendo
Adobe Creative Suite
Figma / Sketch / Invision
Lucidchart / Miro