JULIAN MERCER

UX RESEARCHER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

UX Researcher with 7+ years running interviews, usability studies, and surveys that guide product roadmaps at Spotify and Microsoft. Combines qualitative depth with quantitative checks to give design and engineering teams clear evidence.

PROFESSIONAL EXPERIENCE

Senior UX Researcher Jan 2024 - Present
Spotify, New York, NY

- Lead mixed-method research on listener discovery, running 35 interviews and two surveys of about 4,000 users in the past year.
- Synthesized diary-study findings into three journey themes that shaped a roadmap item later adopted by two squads.
- Presented findings to product leads in concise readouts, with design changes shipped for eight of the ten top recommendations.
- Trained product managers to run lightweight usability tests, doubling the number of weekly sessions without adding research headcount.

UX Researcher Feb 2022 - Dec 2023

- Built a research repository with tagged highlights, helping teams reuse earlier insights and avoid about a dozen duplicate studies.
- Ran moderated usability sessions on playlist creation with 18 listeners, leading to a simplified flow that raised completion in testing.
- Analyzed a 2,500-response survey on listening habits and shared three segments that product teams used in planning.
- Partnered with data scientists to compare interview themes against usage data, which confirmed two assumptions and rejected one.

UX Researcher Jul 2019 - Dec 2021
Microsoft, Redmond, WA

- Conducted moderated usability sessions on collaboration tools, uncovering navigation issues that led to a layout change and 14% faster task time.
- Designed and analyzed a 1,200-response survey on remote meeting habits, informing two planned features and a pricing page update.
- Recruited and screened participants through panels and customer lists, bringing no-show rates down from 22% to about 9%.
- Wrote test plans and discussion guides reviewed with designers beforehand, so each study answered a clear decision question.
- Analyzed card-sort results for a navigation redesign, recommending a category structure that cut tested lookup errors by a quarter.

CORE SKILLS

Qualitative research | Survey design | Usability testing | User interviews | Diary studies | Card sorting | Dovetail | UserTesting | Research synthesis | Statistics basics | Participant recruitment | Journey mapping | Persona development | Stakeholder readouts

EDUCATION

M.S. in Human-Computer Interaction, Carnegie Mellon University, Pittsburgh, PA

CERTIFICATIONS

NN/g UX Certification | Certified Usability Analyst (HFI)