

STEPHEN BOATRIGHT, PhD

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EXPERIENCE

UX and Consumer Researcher

Los Angeles Times November 2019 – present

- Research the digital customer service experience to identify opportunities to address questions and improve self-service in order to reduce call center volume.
- Develop and analyze surveys to deepen understanding of key moments in the customer journey.
- Collaborate with editorial and product teams to direct development of newsroom initiatives.
- Design and run usability tests to assess functionality of stakeholder assets.

UX Researcher

Freelance March 2019 – October 2019

- Determine scope and aim of qualitative research.
- Recruit, screen and schedule participants and develop interview protocols.
- Conduct qualitative interviews to assess user needs and pain points.
- Distill research findings into actionable UX insights for redesign of client product.
- Produce user journeys, personas, and empathy maps.

User Research and Communications Consultant

Freelance Consultant with Strategy Muse June 2018 – October 2019

- Collaborate on extensive communications overhaul for regional utilities client, including market research, writing internal- and public-facing materials, and producing infographic and video content.
- Provide writing and qualitative research expertise for redesign of client's culture management portal.

Lecturer

University of California, Los Angeles October 2017 – March 2019

- Public presentation of complex concepts to non-specialized audiences via lectures and seminars.
- Moderate small and large group discussions to elicit high-level analysis and facilitate equal participation.

Research Scientist/Project Manager

New York City Department of Social Services June 2016 – May 2017

- Used SQL to research reporting needs of program areas for effective program management and strategic planning.
- Co-designed in-house client management database and digital application for high priority mayoral initiative.
- Collaborated with stakeholders to ensure high levels of usability for application users with wide range of computer literacy.

Adjunct Assistant Professor

City University of New York August 2007 – December 2019

New York University August 2015 – May 2016

- Developed semester-long discussion, writing, and research schedules across wide range of topics, including urban geography, environmental studies, and gender and sexuality studies.
- Deployed interactive technology to foster dynamic learning and cultivate collaborative student work.

Instructional Technologist

Macaulay Honors College

August 2013 – May 2016

- Developed course websites using WordPress platform for honors college seminars.
- Facilitated workshops for faculty and student users on range of digital technology applications.

Principal Investigator

Graduate Center, City University of New York

May 2011 – July 2015

- Designed and implemented multi-disciplinary research project culminating in book-length monograph.
- Conducted qualitative research using participant observation, interviewing, and policy analysis.

GIS Researcher

Hunter College

August 2011 – December 2011

- Conducted spatial analysis of data sets from government agencies in urban development.
- Collaborated with local non-profit to produce maps for utilization in housing advocacy campaign.

EDUCATION

UCLA Extension, Los Angeles, CA

User Experience Certificate

Graduate Center, City University of New York, New York, NY

Doctor of Philosophy, Geography and Social Theory

Sarah Lawrence College, Bronxville, NY

Bachelor of Arts, Liberal Arts

SKILLS

- Mixed-Method Research, Group Facilitation, Ethnography, Contextual Inquiry, Project Management, Qualitative Interviewing, Personas, Journey Mapping, Affinity Diagramming, Usability Testing, Card Sorting, Tree Testing, Wireframing, Prototyping, Public Speaking, Instructional Design, Survey Design, Remote User Research
- Tools: Photoshop, Illustrator, XD, WordPress, Marvel, ArcGIS, QGIS, Optimal Sort, Survey Monkey, Dedoose, Axure, Sketch, Figma, InVision, UserZoom
- Foreign Languages: French