

# Usability QA Engineer

## Jerry Bullard

### Professional summary

Detail-oriented and user-focused Usability QA Engineer with experience in ensuring seamless user experiences across digital platforms. Passionate about identifying usability issues and recommending solutions to enhance product interaction. Proficient in conducting usability testing, user research, and providing actionable feedback to improve user interfaces.

### Experience

#### Usability QA Engineer

January 2020 - Now

Google / United States, Mountain View, CA

- Identify usability issues related to accessibility, navigation, visual design, and information architecture.
- Ensure all test environments and user feedback tools are properly set up, including tools like UsabilityHub and Crazy Egg.
- Maintain and update usability test documentation, test cases, and reports to communicate findings to stakeholders.
- Spearhead the optimization of Google's mobile app usability, resulting in a 20% increase in user retention across key product lines.

#### Usability Test Specialist

March 2017 - December 2019

Microsoft / United States, Redmond, WA


- Designed and facilitated user testing sessions, including moderated and unmoderated usability tests, for Microsoft Office suite applications.
- Conducted heuristic evaluations and cognitive walkthroughs, identifying key areas for UX improvement.
- Performed detailed analysis of user feedback, developing insights to guide product iteration, reduce friction points, and enhance usability.

#### Junior Usability Tester

June 2015 - February 2017

Accenture / United States, Chicago, IL

- Supported accessibility testing, ensuring that applications met ADA compliance standards.
- Conducted user interviews and focus groups to collect insights into user needs, expectations, and pain points.

 (555) 234-5678

 jerry.bullard@gmail.com

 United States, Burr Ridge, IL

### Education

#### Bachelor of Science in Human-Computer Interaction (HCI)

2011 - 2015

University of Illinois at Urbana-Champaign

United States


#### Google UX Design Certificate


Coursera, 2020


#### Certified Usability Analyst (CUA)


Human Factors International, 2019

### Skills

A/B testing, user interviews, focus groups, cognitive walkthroughs, heuristic evaluation. 

Prototyping, wireframing, user flow analysis, interaction design. 

Google Analytics, heatmaps, session recording, survey analysis. 

Cross-functional team collaboration, feedback management, Agile/Scrum environment. 

WCAG, ADA compliance, screen readers, keyboard navigation testing. 