

JUSTIN DRUGA

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Summary:

Creative and customer focused individual with a passion for all things User Experience. I always strive to learn quickly, communicate efficiently, and work together to ensure that all customers have the best possible experience when using tools/services.

Skills:

- | | | |
|----------------------------|----------------------------------|--------------------------|
| - User Research | - Analysis & Reporting | - Written Skills |
| - Visual Design Skills | - WCAG Accessibility Standards | - Collaborative Skills |
| - Information Architecture | - Research Plans | - Communication Skills |
| - Multitasking Projects | - Conducting End-To-End Projects | - Problem-Solving Skills |

Work Experience:

User Experience Designer & Marketing Manager | January 2023 - Present

The Almond Eater | Pittsburgh, PA

- UX design for The Almond Eater website including conducting UX audits, research, and recommendations
- Research and strategy around blog marketing, email campaigns, and website engagement
- Conduct SEO research and competitive analysis research to determine next steps and recipe testing

User Experience Designer | September 2020 - January 2023

Sherwin-Williams | Cleveland, OH

- Partnered with product teams and stakeholders to understand needs and define requirements for websites and software applications through agile environment, research roadmaps, and design sprints (Jira, Mural)
- Collected and analyzed qualitative and quantitative data through usability testing, interviews, surveys, card sorting, tree testing, and heuristic evaluations (UserZoom, Optimal Workshop, UserTesting)
- Partnered with IT and the Business to iterate features to evolve B2B products and applications in a fast-paced agile environment yet balancing goals with customer feedback to help with brand guidelines
- Communicated low and high-fidelity concepts (wireframes, workflows, prototypes, user flows, personas, journey maps) to cross-functional teams and stakeholders using Figma and Axure
- Interpreted findings, identified patterns, and communicated insights to engineering and stakeholders with clear recommendations to drive innovation (reports, recommendations list, feature prioritization list)

Education:

Master of Science | User Experience Design

Kent State University | August 2018 - August 2020

Bachelor of Arts | Mass Communication

Point Park University | August 2011 - May 2, 2015