

Connor Hodge

Senior UX Researcher, Digital Products

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📍 Charlotte, NC 28202

STRENGTHS

- 👤 **Research leadership**
Led a difficult product study from planning through presentation, giving stakeholders evidence they trusted for decisions.
- 👁️ **Human factors**
Observed users during contextual inquiry and noticed small workflow friction that became useful design direction.
- 🗣️ **Clear communication**
Turned complex findings into focused presentations, and product partners often sought guidance on next steps.
- 🔒 **Privacy practice**
Protected participant feedback during sessions and record keeping, keeping research work respectful and dependable.
- ⚙️ **Cross functional delivery**
Worked closely with designers and developers during releases, helping research findings reach product decisions.

SKILLS

UX Research Usability Testing
User Interviews Contextual Inquiry
Heuristic Evaluation
Human Factors Product Research
Qualitative Analysis
Quantitative Research
Research Analysis User Needs
Privacy Practices Study Design
Insight Presentation
Product Collaboration

LANGUAGES

English Native

SUMMARY

Senior UX Researcher with eight years guiding research for web and mobile applications. Leads qualitative and quantitative studies, user interviews, **contextual inquiry**, usability testing, and **heuristic evaluation**. Turns observed behavior and research analysis into clear recommendations that help product, design, business, and **technology teams** make better decisions. Builds privacy conscious research practices, maintains dependable documentation, and presents findings in language stakeholders can act on. Career progression from UX Researcher to senior leadership reflects growing ownership of research programs, cross functional collaboration, and product quality. Brings practical human factors knowledge, careful listening, and a strong focus on **user needs**. Ready to contribute evidence that helps digital product teams create simpler, more useful experiences.

EXPERIENCE

Senior UX Researcher, Digital Products

BrightPath Digital Studio 📅 February 2021 - Present 📍 Charlotte, NC

Leads research programs for web and **mobile products**, supporting product, design, business, and technology partners from study planning through recommendations and documentation.

- Led mobile checkout interviews, revealing barriers that guided simpler release decisions.
- Designed moderated **usability evaluations** for web applications, clarifying **user needs** for designers.
- Analyzed qualitative findings and quantitative patterns, giving product leaders practical recommendations.
- Applied **privacy practices** during research sessions, protecting participant feedback and records.
- Partnered with **developers** and designers on release reviews, improving usability across product updates.
- Created repeatable **research documentation**, helping teams revisit evidence during product decisions.

UX Researcher, Business Applications

Clearview Software Solutions 📅 May 2018 - January 2021 📍 Raleigh, NC

Supported research for business applications through interviews, contextual inquiry, prototype evaluation, analysis, presentations, and records maintained with cross functional product teams.

- Conducted contextual inquiries with application users, uncovering workflow friction for product planning.
- Evaluated prototypes through **usability testing**, helping teams resolve interaction issues before release.
- Applied **heuristic evaluation** methods during reviews, surfacing consistency problems for design partners.
- Synthesized customer feedback into product recommendations, giving stakeholders a clearer decision path.
- Presented user behavior trends to **product teams**, connecting research evidence with practical improvements.
- Maintained research records and documentation standards, supporting reliable collaboration across projects.

PROJECTS

Member Service Application Research 📅 2024

A recurring support question revealed a deeper experience issue. Interviewed members, reviewed task behavior, and mapped usability findings into recommendations for a clearer digital service flow.

Business Workflow Usability Review 📅 2022

MY CAREER



- Senior UX Researcher, Digital Products at BrightPath Digital Studio (5.6 Years)
- UX Researcher, Business Applications at Clearview Software Solutions (2.7 Years)

A prototype looked efficient on paper but slowed users in practice. Combined heuristic review, moderated testing, and research analysis to identify improvements before wider rollout.

LEADERSHIP & AWARDS

- Research Leadership Recognition, BrightPath Digital Studio, 2024
- Customer Insight Contribution Award, Clearview Software Solutions, 2020
- Peer nominated mentor for practical usability review guidance, 2023

EDUCATION

Bachelor of Science in Human Computer Interaction
North Carolina State University 🎓 GPA: 0 📅 2018 📍 Raleigh, NC
Coursework: User research, human factors, usability engineering, interaction design

CERTIFICATIONS

- UX Research and Design Certificate 📅 2024
- Certified Usability Analyst 📅 2023

TECHNICAL SKILLS

- **Research Methods:** User interviews, contextual inquiry, usability testing
- **Evaluation Methods:** Heuristic evaluation, task analysis, prototype review
- **Research Analysis:** Qualitative analysis, quantitative analysis, thematic synthesis
- **Study Design:** Research planning, interview guides, evaluation protocols
- **Product Research:** Digital applications, web products, mobile products
- **Human Factors:** Human factors research, user needs, behavior analysis
- **Research Communication:** Insight presentations, stakeholder briefings, recommendations
- **Collaboration Tools:** Product teams, design teams, technology teams
- **Privacy Practices:** Participant privacy, feedback collection, research records
- **Documentation:** Research documentation, study records, decision support

PROFESSIONAL AFFILIATIONS

- User Experience Professionals Association, member since 2021
- Interaction Design Foundation, professional member since 2019

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST