

Tim Rogers

user experience researcher

Skills

- User interviews (remote/in-person)
- Survey design
- Contextual inquiry
- Participant observation
- Data analysis
- Applied research
- Mixed methods research
- Archetype development
- Rapid iterative testing and evaluation (RITE)
- Communication and storytelling
- UXR teaching
- Augmented Reality (AR) / Virtual Reality (VR)
- Musculoskeletal palpation
- Ergonomics
- 3D scanning
- Inertial Measurement Unit (IMU)
- Motion capture
- Wizard of Oz
- SPSS
- R Studio
- Qualtrics
- Usertesting.com
- Figma / FigJam
- Artec Studio
- ChatGPT / AI

Education

M.S. Human Computer Interaction
DePaul University '16

B.A. Psychology
University of Puget Sound

Contact

- timothy.rogers@outlook.com
- (425) 213-6087
- [linkedin.com/in/timothytimrogers](https://www.linkedin.com/in/timothytimrogers)

Summary

Accomplished mixed method UXR with over 8 years of industry experience ranging from lab moderation to end-to-end execution. Experience includes both software and hardware products in B2C and B2B, including SaaS.

Experience

Senior User Experience Researcher – Handshake

Jun 2022 – Jan 2024

- Gathered user insights through moderated and unmoderated user interviews to gain user knowledge and generate new features and inform multiple product roadmaps.
- Developed eight employer user archetypes after several rounds of research including interviews, thematic analysis, surveying, and cluster analysis. This led to business segments being able to focus their efforts on known employer types, with some overlap between small and enterprise employer users.
- Conducted ethnographic interviews, observation, and field notes at multiple career fairs across the country driving changes to the career services product offering and generating new concepts for maximizing efficiency.
- Created and analyzed survey results from large samples (2000+) of college students to benchmark job search satisfaction and understand priorities when evaluating job posts. This research enabled us to redesign the summary search cards by including salary and location information, and reordering the content displayed on the full detail page so job seekers can find information quicker.
- Trained product designers on best practices for evaluative user research, including employing tools like usertesting.com to exponentially increase the amount of impactful research at Handshake.

UX Researcher II – Meta (Contract)

Aug 2020 – May 2022

- Pioneered remote hardware research protocols for Meta during the pandemic on some of the latest AR technology. This allowed my team to complete multiple research assignments for a team that had previously not conducted a single user session.
- Presented attention-grabbing insights to designers and engineers to drive changes to product plans. This most notably included a thermal sensitivity study that led to a dramatic and contentious redesign based on information about how quickly users could become uncomfortable or even injured.
- Established an opt-in internal database of employees, willing to participate in hardware research, based on physical dimensions that could be utilized for all future Meta hardware research needs while maintaining the secrecy of avoiding an external panel of participants.
- Trained other UXRs on physical dimensions to recruit for when conducting AR/VR hardware research to increase the percentage of the population represented in a given sample.

Experience continued

UX Research Specialist – Microsoft (Contract)

Mar 2019 – Jul 2020

- Led user research efforts for a variety of hardware products including the AR headset IVAS created in partnership with the Department of Defense. This included field studies with hardware prototypes aimed at evaluating the current concept while also providing a program goal through quantifiable results.
- Utilized methods including IMU tracking, electromyography, user interviews, surveys, and A/B testing to drive design decisions leading to a production headset and a \$21.9 billion contract.
- Established a method to test the clearance for ears in over-the-ear headphones utilizing liquid makeup transfer and our previously created database of 3D scanned heads to recruit individuals in the 95th percentile of protruding ears.
- Trained user research associates on best practices for landmarking, anthropometry, palpation and 3D scanning.

Human Factors Researcher – Valve Corporation (Contract)

Feb 2018 – Mar 2019

- Co-led hardware and OOB testing for the Valve Index VR system. Leading to the addition of an adapter for smaller heads, solidifying support for a greater range of face shapes, and clarity in the setup guide and fit guides for first time users.
- Utilized past knowledge of head mounted devices to recommend a heavier device that was more balanced in order to increase user comfort and the duration of use. After using wheel weights to demonstrate the effectiveness of this method to a group of stakeholders, I received buy-in to make the changes.
- Ran moderated A/B tests of Valve Index Controllers (Knuckles) to determine manufacturing tolerances of pressure sensitivities between a pair of controllers.
- Became an expert in VR content to develop a protocol for benchmarking satisfaction and comfort with competitor VR headsets. This provided the team the ability to understand how our product compared to the other options currently available to users and ultimately drive the release of the VR headset once they had gained enough confidence that our product was superior.

UX Research Associate – Microsoft (Contract)

Jul 2016 – Feb 2018

- Assisted in the collection of anthropometric data from over 600 people using both analog and 3D scanning methods.
- Served as the primary study conductor and analyst for multiple projects involving HoloLens 2, Microsoft ergo keyboard, Surface headphones, Surface earbuds, and more.
- Established a library of comfort ratings and muscle strain measurements using EMG sensors and motion capture for head-mounted displays that will continue to drive long term program goals for ergonomics.