

Jonny Van Luven

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Los Angeles, CA

Education

August 2017 - December 2019

California State University, Long Beach - *Master of Science in Human Factors Psychology*

J. Robert Newman Scholarship, GPA: 4.0

August 2012 - May 2016

Loyola Marymount University, Los Angeles - *Bachelor of Arts in Psychology (Cum Laude)*

GPA: 3.65

Experience

March 2022 - Present

Senior User Experience Researcher, ADP

- Plan and conduct remote moderated usability and concept tests on three different projects teams
- Plan and conduct discovery interviews to determine the problem space, understand users, and develop potential user-centered solutions
- Design unmoderated preference and usability tests on UserZoom
- Analyze feedback to identify themes, develop actionable insights, and suggest design recommendations to better serve users' wants and needs
- Produce and present visually appealing readouts generated from research findings to project team and stakeholders which convey facts, insights, and recommendations according to the atomic research model
- Brainstorm with UX designers design solutions based on research findings to improve overall user experience

September 2020 - March 2022

Human Factors Engineer, Pacific Science and Engineering Group

- Planned and conducted user assessments, user working groups, and field observations to gather quantitative and qualitative data
- Developed personas, workflows, surveys to gain better understanding of users and their typical tasks
- Designed new systems based on user requirements and develop working prototypes to test those designs
- Analyzed quantitative and qualitative data from multiple data sources to present findings and develop recommendations for design
- Developed value assessment report to provide stakeholders a structured summary of improvements in user satisfaction, usability, and utility across software versions for each fiscal year

May 2019 - November 2019

Human Factors Simulation Manager, Center for Human Factors in Advanced Aeronautics Technologies (CHAAT)

- Designed human-in-the-loop simulation using Multi-Aircraft Control System software to determine the impact of unmanned aerial systems on air traffic controller performance and acceptability
- Developed survey questions to measure acceptability ratings

- Analyzed data with SPSS and displayed it in graphs and tables

August 2018 - May 2019

Accessibility Specialist and Usability Researcher, Center for Usability in Design and Accessibility (CUDA)

- Taught students how to perform accessibility evaluations of online textbooks in HTML, ePUB, and PDF formats
- Helped conduct usability tests, user needs assessments, heuristic evaluations, persona development, design recommendation mockups, and qualitative and quantitative data analysis
- Redesigned lab website and online courses to meet usability and accessibility standards

May 2018 - July 2018

Human Factors Intern, Human Automation Teaming Lab at NASA Ames Research Center

- Tested new simulation software to prepare the pilot tasks for human-in-the-loop simulation
- Trained participants on how to operate unmanned aircraft systems pilot interface
- Analyzed observational and subjective data and presented results to the lab

September 2017 - May 2018 (Unpaid from Sept - Dec 2017)

Usability and Accessibility Graduate Research Assistant, Center for Usability in Design and Accessibility (CUDA)

- Worked with a team to evaluate website usability using heuristic evaluations and usability tests
- Presented recommendations to improve website usability to the lab
- Performed accessibility evaluations of online textbooks in HTML, ePUB, and PDF formats

Relevant Projects and Accomplishments

- ReliOn BP200W Wrist Blood Pressure Monitor Heuristic Evaluation
- Master’s Thesis: *Does customization improve the reading experience of younger and older adults?*
- User Interface redesign of CUDA website
- Usability evaluation and redesign of Real Estate website
- Created finance app prototype in Adobe XD
- Designed and ran experiment using Visual Basic to determine effects of social facilitation

Skills

Usability Testing
 Quant/Qual Analysis
 Heuristic Evaluations
 Unmoderated User Testing
 Task Analysis (Workflows)
 User Interface Design
 Contextual Interviews

WCAG 2.0
 Wireframing
 Data Visualization
 User Needs Analysis
 Use Case Validation
 Survey Development

Software

Adobe XD
 SPSS
 Camtasia
 Morae
 Gimp
 Qualtrics
 Visio

Invision
 Jira
 Confluence
 Balsamiq
 UserZoom
 Excel/PowerPoint
 Figma