

# Jill Meyerson – User Experience (UX) Researcher

## EXPERIENCE

### UX Researcher | *U.S. Bank*

OCT 2018 - PRESENT

Lead UX research activities to help retain 2.6 billion in investment account balances by informing the design of a new self-service feature, empowering users to easily renew investments.

Guided team members with minimal research experience to complete research tasks together, resulting in the successful redesign of an application used every day by bankers and tellers.

Conducted in-depth research to create a simplified self-service feature for a complex loan product, giving customers greater flexibility with their loans and creating a profitable, competitive differentiator for the business.

Strongly advocates for the benefits of UX research and collaborates closely with product, design, development, and business stakeholders.

### UX Researcher | *University of Michigan Robotics Laboratory for Progress*

SEPT 2017- SEPT 2018

Provided expert UX research, consulting, and recommendations for robotic mobile manipulation food delivery project.

Initiated research study and built multi-disciplinary team to investigate the potential of using assistive robotics to augment care of nursing home residents.

### UX Researcher | *Michigan Autonomous Vehicle Research Intergroup Collaboration*

MAY 2017 – SEPT 2017

Designed driving simulator study to determine if timing and content of messages delivered to humans from autonomous vehicles (AVs) affect human trust levels.

### Communications Manager | *Bank of America Information Security*

NOV 2014 – JAN 2016

Consulted with core information security teams and translated complex information into user-friendly language for enterprise-wide distribution.

Performed needs assessment to improve relevance and quality of content by gathering data via domestic/international focus groups.

## SKILLS

Design Thinking, Contextual Inquiry, Participatory Design, 1:1 Interviews, Competitive Analysis, Journey Mapping, Personas, Card Sorts, Tree, Click, Concept, & Usability Testing, Surveys, Public Speaking, Writing & Presentations, Agile, Jira, Confluence, Qualtrics, UserZoom

## EDUCATION

M.S. Information: Human-Computer Interaction  
University of Michigan

B.A. English Literature  
University of North Carolina at Charlotte

## PLUS

**Author:** [Assistive Devices: Stylish or Unattractive?](#)

[Explanations and Expectations: Trust Building in Automated Vehicles](#)

**Speaker:** World Information Architecture Day, Minneapolis 2020