

Tom Garncarz UX Research and Design

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skills

UX

Prototyping
Wireframing
Service Design
Visual Design
Design Strategy

Research

Concept Testing
Usability Testing
Empathy Interviews
Survey Design
Experiment Design

Software

Adobe Creative Suite
Sketch
Invision
Unity 2017

Programming

Python
C#
HTML/CSS
Javascript

experience

Capital One Financial (July 2017 – present)

UX Designer and Research Coordinator, CreditWise

Conducted large-scale user research and synthesis projects, including a persona system and a 6-month longitudinal study, in order to determine users' credit and financial needs and chart a future design direction for a 20M-user credit monitoring app.

UC San Diego (June 2016 – August 2016)

Research Intern

Conducted research via crowdsourcing platforms to inform the design of a credentialing service to help e-learning students more easily find freelance work.

Carnegie Mellon University (January 2016 – May 2016)

Experience Designer

Designed gameplay and narrative systems for a university-promoted educational game targeted at incoming college freshman to discuss the moral implications of academic integrity.

education

Carnegie Mellon University (2013 – 2017)

B.S. in Human-Computer Interaction, Cognitive Science
Minor in Game Design
GPA: 3.5/4.0

publications

"Critique Style Guide: Improving Crowdsourced Design Feedback with a Natural Language Model." Markus Krause, Tom Garncarz, Jiaojiao Song, Elizabeth M. Gerber, Brian P. Bailey, Steven P. Dow. ACM CHI 2017.

"Fruitful Feedback: Positive Affective Language and Source Anonymity Improve Critique Reception and Work Outcomes." Duyen Mary Nguyen, Felicia Ng, Tom Garncarz, Laura Dabbish, Steven P. Dow. CSCW 2017.