Laurier Cress

UX Researcher

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As a UX Researcher at Harvard University, my commitment lies in elevating the user experience and enhancing client profitability by emphasizing digital accessibility as a cornerstone of design.

Work Experience

UX Researcher
Dec 2022 - Present

Harvard Web Publishing

Harvard Web Publishing is a product team that manages Harvard University's web publishing platforms and services, and in my role, I design user-centric interfaces that significantly enhance usability and engagement across Harvard's digital landscape. My work involves wireframing, prototyping, accessibility evaluations, and leading user research studies that include user surveys, interviews, usability testing, prototype testing, and evaluative and generative studies, all of which inform evidence-based design decisions tailored to our diverse audience. Additionally, as the Lead Researcher for the HarvardSites design system, I spearhead user research studies and manage the user research repository to guide strategic decisions related to the design system.

UX Researcher
March 2020 - Present

Independent Consultant

As an independent consultant, I've undertaken projects with clients spanning diverse industries, including higher education, non-profits, and the healthcare sector. My work involves employing a range of research methods to extract valuable insights from users. These insights, in turn, empower my clients in making informed decisions regarding their product's user interface and information architecture.

Repository Services Manager
Feb 2022 - Nov 2022

Washington University in St. Louis

I managed the university's digital repositories within the library's Digital Library Program Services department. My work included managing digital assets, schema ingest, content curation, and developing technical infrastructure and workflows to ensure open access to publications to be used as educational resources.

Education

Masters: Library Information Science
2019 - 2021

University of Denver

BS: Art & Design
2006 - 2010

Towson University

Skills & Competencies

Wireframing | Prototyping | Design Systems | Journey Mapping | Responsive Design | WCAG & ADA Compliance | User Interviews | Usability Testing | User Personas | A/B Testing | Tree Studies | Analytics Analysis | Card Sorting | Competitor Analysis | Thematic Coding | Surveys | Content Inventory | Accessibility Audits | Quantitative & Qualitative Analysis | Design Systems | Product Design

Tools

Figma | Axure RP | InVision | Adobe XD Balsamiq | Illustrator | Photoshop | Premire Pro Siteimprove | Web Developer | Qualtrics | Miro WordPress | OpenScholar | Basecamp | Trello | Confluence | Python (Pandas & Matplotlib) | Optimal Workshop | Google Analytics | Tableau | Looker Studio | Dovetail | Condens.io | Jira

Interests

Mentoring aspiring UX professionals | painting | gaming | videography