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I I just thought that was so cool I was wondering I'm like No.

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I wonder how many we'll get because it's kind of like, you know, being put on the spot to have your resume reviewed, and a public forum. Of course these have all been anonymized for that purpose.

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You know, to protect people's. identities and all of that but 75 resumes

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And looking through all of them, It was really interesting to see all the different approaches that people are taking.

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For ux research resume specifically. so I really appreciate

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All of the people who submitted their resume. I was able to choose 10 of them.

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So what I did, though to decide what to select is to get a variety of resumes based on background experience.

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You know whether you're coming from academia maybe a different type of ux field a totally different field.

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Folks who are earlier career. Maybe you haven't had a ux research job yet.

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Maybe, who has been working in Ux for a couple of years.

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So I did try to skew it more towards folks in that bucket, although I do have a few resumes from more experienced practitioners, the reason being that, of course, you know, everyone could use feedback on their resume

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but to see the way that experience practitioners talk about their work, I think, can be very valuable for people who are coming into the field as well.

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Another thing I want to mention is that the feedback that I give on these resumes. it will apply across all resumes, essentially right.

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So i'm not gonna go into, so much to tail with each one. i'm going to talk about what I think is working well, and then some areas for improvement.

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But as we move forward throughout the 10 resumes all the feedback, I've given Prior to each one.

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I think will still be applicable to to all of those.

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So and then, of course, the Q. A. can serve the purpose of digging into other areas.

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The feedback i'll provide is going to be within the context of each resume based on what I think are the best practices for creating ux research resumes ux practitioner resumes in general and largely

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speaking resumes in general, So the first thing i'm going to do is actually, i'm gonna start with 3 resumes from pla past clients of mine who have and generous enough to let me share their

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resumes, and of course I anonymize those as well.

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But these are a few folks whose resumes, I think, are really good.

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They come from different backgrounds. a couple of earlier career ones. and they, these resumes, have landed.

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These folks jobs and offers you know they take a job, and they're still continuing to get invites to chat about new jobs.

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So I thought I would start with that to set the context for the feedback, and then i'll go through the the 10 additional ones, and you know I think we'll be able to get this done in a good amount of time.

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Even if I spend, you know, a few minutes per each resume and we'll still have plenty of time, I think, for a Q.

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A after this portion of the event the last thing I want to say, is there is no one correct way to do a resume right right

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And and there's so much information out there on the Internet that there's a lot of very opinions.

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But opinions are different from facts and facts are based in data, and what works overall for people to have effective resumes and successfully go through the job search process.

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And that's really the perspective i'm coming from you know I I worked in New York for 10 years before becoming a touch.

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But i've worked with so many people on this type of material that I see what works I also really try to keep up to date with learning from recruiters. You can go on Youtube and learn directly from recruiters right about how they review

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resumes So I find that to be really important as well, because I want to make sure i'm providing the most accurate information again, rather than my opinion based on just my experience, or whatever the case may be and so, while there's no one correct way,

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to do a resume. There are rit there are best practices right? It's kind of like ux heuristics.

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There are best practices for product design for user experience.

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And the same idea can be applied here. And you really, you want to ux your resume.

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What does that mean? Thinking about the user of your resume?

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The reader. The person who you're wanting to communicate with

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You know how putting on their hat for a second and going like, What is it that they actually want to know about me right now?

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What do they care about? What are their goals with this job?

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Search right like It's finding the right candidate but what are the goals at this point in the process of you know, finding the right fit and learning particular information about this person in order

to just move them to the next stage so a

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recruiter hiring the integer thinking about these different users that you might have, even even before that, though, knowing the job that you want. First, I do see a lot of people create resumes, and then try to figure out jobs or I think

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What could be even more not helpful, is to want to apply to totally different types of roles like Youx research, ux design product manager like those are 3 totally different things in a nutshell.

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And You want to be strategic and and focused.

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But if you do all of that, what it means is going to have f 1 million versions of your professional documents.

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So knowing the job that you want first taking about the reader, and again, like their mental model of what her resume looks like.

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It feels like the content, of course, being really important. the most important thing.

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There are some other elements that I think are really super important as well, which i'll get to you in a second.

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But the content being a way to showcase your skills, your experience, and your impact, and a very clear and concise way.

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Also, you know, paying attention to detail and and getting her the typos limiting redundancy in your content.

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And I have in the examples i've pulled there some areas where I can point out like some redundant information that getting rid of it can actually free up space, you know, for other stuff, or whatever so in addition to

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the content. the visual design, the structure the readability and you just wanna have, like a nice looking resume doesn't have to be fancy. And there are some great software out there that can provide you with templates like

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canva and other ones. but really you just want it to be readable and

and have some breathing room and have a structure or an information design that again matches people's mental models like you know a certain order of information for placement

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of it. How are you using columns? right?

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That that sort of thing, too. So And then 2 other things I want to mention is this this question of like, What is enough?

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What is enough for that person in this moment to know about you.

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So as researchers. Part of our work is to do research studies to learn things and to make recommendations.

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Well, that's the kind of you know information that we don't really need to know in a resume at this point.

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You want to talk about that stuff when you get to the case, Study presentations that you do.

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So what does that person need to know in the moment to make the decision they need to make recruiter.

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Does this person like look like a good fit? Yes, no. Okay, pass it on to the hiring manager.

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And then the last thing is, your resume is part of a system of your professional assets.

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Your professional brand. It all works together. And so you have your resume, your linkedin, your website.

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Perhaps a cover letter, Maybe all of those things work together in a system.

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And it's a way to provide. information. to people in different forms at different points in the process. And so thinking about your resume like, what is the specific purpose of of that document.

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Okay, So those are. I don't know just some like themes i'll be touching on and and having this context will, I think, help kind of

clarify or just like set set of contexts for the specific feedback that

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I am giving over over the event alright so now i'm going to open up some resumes my screen

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And so i'll I will have these zoomed in but zoom the the app that we're in also has a feature where you can zoom on someone's screen that is sharing so if you need to zoom in to be able to

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see stuff more easily. feel free to also do that. So

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As I mentioned, I am going to start with a review of 3 resumes from past clients.

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I'll give you a bit of an explanation of who this person is, and what I think they're doing well, and also these resumes aren't perfect I I like to strive for perfection in the

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resume with with regard to all of those themes that I mentioned, but ultimately it's, like you know.

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Is, is this: Is this good enough? already meeting those best practices?

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I am kind of a nick picky person again with that goal of like.

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Let's make this as good as possible. but ultimately there will always be something that's like. Well, that could have been different.

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But it worked, you know what is good enough. Okay, so just want to double check.

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I opened a resume. are you able to see it?

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Yes, alrighty, cool, alright. So this resume again from a past client of mine.

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This person moved from U. S. design into ux research, and she had a fairly extensive background in visual and ux or product design

specifically and she decided that at some point you know, a couple of years ago that she wanted to move

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into ux research. So the first thing I want to point out here is her professional statement at the top.

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And actually I have a question which is, I would like to use the

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How do I open up the like little marker arrow sort of thing? so I can make it more easy to see when i'm looking at there should be a way to do that like annotate, which is the annotation in

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the share settings. Okay, where is the share settings in that cover?

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Menu pause, show subtitle breakout rooms.

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If it helps, too, we can see your mouse I don't know if you knew that . yeah, I don't. I want to just use like the red sort of thing to make it really clear where I am top of my screen Yeah,

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normally I can see it up there but I don't see it so.

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I don't know I guess it's fine do you options.

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Yeah, I don't I don't know what the what the deal is, but that's okay.

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If someone someone figures it out, let me know

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My browser may be up too high let's see I don't know you know.

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It it's okay. I really appreciate everyone in the chat pointing out all the different possible things for me to try.

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So I thank you that's that's very I know you options.

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Yeah I don't I don't actually have let me see, I don't really think I have that.

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I'm hovering in the top portion control all shift h control.

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I have no idea. wait. Let me see no i'm in thank you, Robin.

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I am in the zoom window also. I you just can't See it?

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Okay, So yeah, we should send this to your ex team.

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Whenever I was practicing earlier, it was there so I have no idea. But let's get let's say it back to the resonance, and you can edit that all out there's some editing work.

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For you to do. Okay, So this person's resume the first thing I want to point out is it is just really well designed, really just visually easy to see exactly what information is where the columns the kind of sections or

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paragraphs. The bullets, of course, are helpful.

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Headings and sub headings. it's just really clean really breathe, you know, as breathable white space.

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It's very easy for someone to take a look at and remember people are looking at resumes on a screen.

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They're not printing them out anymore. these days. So really important to to think about that with regard to how you design it.

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Even the font like what's What are good fonts to use on a screen versus funds, that you might use printing out something.

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So at the top. Professional summary professional statement whatever you wanna call it.

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I'm actually a really big proponent of this sort of thing, the reason being that I think of it as a way to set context for your resume.

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So the person comes to your resume, and they read this professional statement and they go.

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Oh, okay, I see, this person went from design to research. They worked in product management, and they have experience in these different types of industries for domain. Yeah.

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Okay, So that is, contact scores a reader. As I mentioned, each section is very, very clearly laid out, and not just talking about the The job.

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Job description sections, but also the column with skills very easy to read something.

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You know education contact. information. that's something different here right like contact info at the bottom left, you know typically it's or at the top.

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Right. that's a mental model thing. People might expect to typically see it up there.

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But you know, this person got John with this resume so that's an example of a thing that is not like a part and fast rule.

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Okay. So what I also like about the description of the job? experience here is there is a brief summary of what the role was and what it was for right leading end to end research across the suite of accounting and auditing

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products. Okay, cool there. there's a little bit more context and the bullets, you know.

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There's only 3 bullets they're very simple again what is enough.

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The resume doesn't have to have every single thing on it's like what's the most important thing and it starts with what what did they do like the action?

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What was the focus different activities? And the purpose of those activities of those responsibilities.

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And in addition to that, of course, outcomes and impact right and impact doesn't have to be quantified like quantitative impacts. That's cool.

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Aayona young, actually just put out a video on Youtube or this week.

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Talking about? what is, what? what does research impact actually look like? It can be quantitative.

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It could be qualitative. it can be impacting a process.

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Advancing, or yeah, advancing like the value of research in your organization.

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It could be starting up a new program, or it could be quantitative sort of measures like reducing the amount of time that it takes to do a particular task impacting the product strategy.

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You know what, whatever it might be, so that's a really important thing to think about when you're writing your resume is, hey?

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What are the different ways that I can describe the kind of impact that I had, especially for folks coming out of academia, where it can be a little bit more challenging.

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Just a couple of sentences per bullet you know that's that's really all you need the rest of this, you know it.

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It. it follows the same pattern of talking about the key responsibilities and and outcomes.

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The other part I want to call out here is the left hand column. a really good breakdown of skills. So what are the U. S. research skills like any? or you're going into research?

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You want to decide like, Are these skills from different rules relevant?

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If if she didn't have a statement up here to really indicate, like she knew from design into research, then this might be a little bit confusing.

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You know. Why, why does she have ux design and block management on here?

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So this all this information, all works together, and a and a tool section, because tools are not sales tools.

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Are, you know, software's user testingcom you know design software for typing, you know, whatever it may be.

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And then some education, including some non traditional academic education.

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And you know, certifications boot camp Other types of training are definitely important to.

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Put on your resume, especially if they are related to learning more about ux research.

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If you're going into the school. Okay, so next one I wanna take a look at another clients.

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Definitely a much more early career person coming out of academia.

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Going into essentially his first kind of full time role. as a research contractor.

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Again. Same kind of feedback here about the layout.

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The visual design. a really solid state What I the way I like to think about these statements, not just sending context, but it communicates who you are like.

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What's your personality? What makes you distinct? from other researchers? when I see resumes that, say you know I love to understand people to design products like no shit like every researcher does that every researcher is curious Every researcher

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has empathy. you know it's like Go beyond that get rid of that stuff and get more specific.

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This is a statement it's a pitch that relates to, you know, to brand the professional brand whatever you might wanna call it so.

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I'm a curious fun. Spirited approachable researcher yada yada yada!

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I'm excited to dive into my next u s research position it's making it very clear that this person is making a transition.

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And you know this resonates with certain positions that are looking for that kind of person.

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What I like about the skill section here compared with the previous one is that it's much more easy to read, and so this one.

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It's not bad again. it's it's not gonna make or break the resume.

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The keywords are important to just to kind of like parson to the system.

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And we'll talk more about ats systems later.

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But what I like about this one is you can very easily skim it.

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Okay, looking through the keywords, you know. Okay, tools.

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Same same sort of thing. and just to call out a couple of these job job description.

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So again, like the previous one. there there's a statement here to sum up what the role is. this person is supporting the product teams.

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In this role, which is specifically about research repositories.

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Being part of the that program and calling information from different studies to impact team decisions.

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So very clear summary of of that position. and then some impacts.

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So what kind of things did they improve? what areas were they focusing on?

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You know, Ads product team, Do you see? Seller messaging?

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It just like a very basic summary of what this person is doing and and the outcomes.

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So I think that's pretty much all I want to cover on this one.

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This one is the last one from a previous client what you'll see is that it's 2 pages this person? I think the formatting got messed up on this one?

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So there's some stuff that's hidden but This is an academic coming out, or has a PHD.

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Coming out of an academic context job, not as a pure like educator, but another within a university museums.

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Essentially So what she has here again is an about me statement.

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Job, description, stuff, education, and then a skill section.

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Here, so there's no we're about so is someone go on mute.

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There's no rule about like page links or whatever page length is just like how much experience do you have, and what do you really need to communicate about that experience and if you're highly experienced it's going to go past

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one page, and this person is an academic and academic experience is absolutely legitimately experienced.

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Don't ever let anyone tell you that that does not count that's bullshit.

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You just have to keep the experience clearly to the reader of Nora.

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Resume So so again, like this person coming out of academia, really needed to set back and go.

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Okay, this is an industry work, but it's it's work it's experience.

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I had impact. What could that? How could I talk about that?

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So, what were the responsibilities that this person had?

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What were their key focus areas? What kinds of activities did they do, and what were the outcomes?

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So, for example, collaborator was stakeholders to design an implement museum exhibits, and that contributed to a 200% increase in attendance of a particular group of people that they were hoping to get into The

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museum identified need for new data management. system That's a that's a process operation sort of thing.

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Very relevant to being a researcher securing grant money that's writing proposals, communication and convincing people to to give you money.

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That's a big deal. this person had a very sort of you know.

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Academic background again, but they were able to take their work.

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In a museum context. And actually their you know, anthropologist work focused on a very kind of niche area of masks and coffins in Ghana and in other African countries and talk about it

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effectively to communicate, effectively and clearly to the reader.

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This person is going to a large tech company. Got several other you know.

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A full interview loops at other tech companies. So this works.

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This works, the other ones also work. One thing I would change is

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The readability of this being being pros like prosaic sentences, it's not easy to read such a tight column.

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And so for summaries, I really encourage making it easy for people to read whether it's like reducing text in this column to make it just a smaller section, or putting it at the top.

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You know, just really thinking about. think about this as a sentences versus a list of skills, you know this kind of section on the column makes a lot more sense for for this type of of list essentially something to skin alright i'm

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gonna get into the submitted resumes so as I mentioned the feedback that I'm gonna provide it's it's kind of like a snowball right? i've i've already called out a lot of stuff about these first

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3 resumes, and there we'll see some similar things on other ones, and they might mention it.

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I might skip it So just keep that in mind. Alright, First resume that got submitted to the event today.

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Very nicely designed for the reasons i've mentioned before white space readability, Effective use of of columns bullets that sort of thing, love that this person has a statement for creative professional inspired by deep interest in the human condition and

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understanding people and understanding how understanding people and drawing on those insights can shape experiences, environments, and products that's great.

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I'm, i'm I really am glad to see that you have this statement here.

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One thing I would say is, how can you make it a little bit more special, like a little bit more distinct again, like, think of.

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Could another researcher say this? Probably. Yes, many researchers could say this.

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What I like. is the language it's very tasty language. It's nice to read, but what else could you add to it or change, and don't be afraid to go a little bit longer. you know that would that would be totally

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fine let's take a look at the job descriptions and roles.

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So you know. Use of headings to kind of separate those out the line with the dots.

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There makes it very easy to see. Okay, this is one job, and this is another job.

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And sometimes I see some challenges where it's hard for people to to kind of parse like.

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What am I actually looking at here? designing conduct studies across product areas, using these different types of methods, review, analyze and communicate data to generate insights?

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Those are very specific tasks that are True, like you did these things? But I'd like to know kind of the the bigger picture like? What was the the focus of this role like what what was your purpose here?

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What was the purpose of your work, and what are some outcomes generate actual insights?

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Well, that is an outcome, but it's it's very vague.

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So I would like to see something more specific. driving product decisions. You know. What kind of teams were you working with?

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Was it like it? Iterative research? Was it goals, you know, like thinking about what were the decisions?

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Your team was wanting to make, what what their goals are.

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Business goals, you know, product strategies, whatever it may be.

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So that is what i'd like to see kind of like leveling up the content that you have here.

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I mentioned redundancy as well before, and if you look at it so you have ethnographic surveys concept testing usability.

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But you have all of that down here, too. so the way you want to think about your spill section is actually like okay, here's Here's my skills keywords.

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The person's looking for those words. Okay, they want to know if you're researching, you know how to do these common methodologies and or other methodologies.

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Specialty sort of things different types of outputs like journey maps, or whatever.

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But ask yourself, what is there a reason for me to state those exact same things in my job?

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Description. I don't think so you can still mention like it was this type of research.

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If you feel like it's absolutely necessary you can mention a specific method, or whatever.

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But can you, you know, mix methods. I like that, right?

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It. it tells you. Okay, there was a like a series or a different combination of methods. use for this project.

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Do you have to go into the methods? No, not really.

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If you remove redundant information that gives you more room to talk about the things that I mentioned before about the larger purpose of your work in the outcomes of that work.

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Let's go so actually like this the bullet about engaging storytelling techniques.

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I think that's really Cool to to call out Let's see this this one down here for code for you know, code for America code for San Francisco you know whatever it was civic design context let's see I I

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like this part about helping further the mission the reader doesn't Know the mission.

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What can you say? was this: was code for such and such study?

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Working on an app to help people more easily get covid tests.

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Was it an app for helping people coming out of prison, And were easily find a job like? What can you say about that?

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To actually so show a tangible sort of thing that you're working on like, Give it some color. give it some specificity analyze findings for research to provide a human setup solutions plan and conduct research really all you need to say

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here is conducted research studies. Everything else is in 5 that you planned it, that you executed it, that you delivered it.

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So think about like, How can I make this the most concise as possible?

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For for effective communication, and then being able to free up some space to to address some of these other things that I've been mentioning.

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So and I do see down here like identified weaknesses within the internship program generated strategies resulting in 30 30% increase of targeted applicants. and i'm not totally sure what that means exactly like maybe it's

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like we got 30% increase of people that we wanted to apply to apply.

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So something you improve something with the research to increase that percentage.

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So you know, being, you know, very clear on that is good but that's a really good example of an outcome.

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And you were in a higher education program coordinator job.

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Great way to describe that work using Z language and concepts as someone who's going into us research, or you know, talking in a using the language of Ux to describe work that is coming from a job that's not us

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research is is my point. human skills, empathy, positive attitude, growth, secret report, building problem solving

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I think I think this kind of goes back to like. Are these special like?

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Are these things about? you know, human oriented skills special to you as a researcher, I think you know we expect researchers to have some of these things accepting feedback.

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You'll get to the point in an interview where you'll where you will be asked about that?

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So it's not really relevant at this point So such again thinking about like, what can I cut down?

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What can I make more concise? And what can I add to make this a lot more robust?

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But overall really really great job. At this resume.

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Alright, we have a different. We designed one here to my point of you know there's no one correct way but to keep in mind these best practices of the visual design of it. and and the content what's thing I noticed

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on this one is there. I see why this person did this Ux researcher design researcher.

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Because there's a variation and titles out there for this type of role.

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But you only need one of them. you could use the one that's in the job description.

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Probably, if you if you feel like you want to make it really clear, just in case the recruiter doesn't know what design research is versus ux research, even though they're essentially the same thing. But you don't you

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don't need both of them when I when I was looking at this one earlier.

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I really liked some of the things that this person was saying about doing research to establish use cases.

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Different scenarios for this user experience or product

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And they were used to map out future plans essentially for for features for this product. great.

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One thing I would take out is signing up and making payments like that kind of thing doesn't really matter here. it's a it's too much of an in-depth detail to include that the person just doesn't

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need to read at this point. but overall that's a really great way of talking about what you were doing, and and the outcomes of it, and always make sure the language is clear, too.

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Sometimes we can get a little bit jargony and you know it.

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Sometimes we work with recruiters who are recruiting so specifically for ux roles, which is great because they get it.

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They know the language. They know what they're looking for sometimes you might work with a recruiter who has no idea, and so they're you know It's they're gonna have to take a little bit more time to understand your

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resume, and so to be as concise and clear.

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Thinking about these different people who might be looking at your resume is just an important thing to to keep in.

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Mind. let's see So yeah talking to me about again, like what were you doing with your research?

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You did this research? What did you do with it you presented deliverables?

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To these stakeholders where the team define a creative website.

Architecture objectives. Again, it's like It's kind of like this one up here.

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Platform functionality not being out. Applications Feature mobile.

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A little bit vague. I I pretty much have a general understanding, but if you can be a little bit more specific with that that would be helpful.

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I like what you did down here about the number of of interviews and surveys and other methodologies that you conducted.

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It is a little unclear, like 50, plus of of total of each of these things. So that is one question.

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I would have again to like with the redundancy of a skills list.

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For example, which actually let's see here? it is yeah thank you about like, Is it important for me to mention the same stuff over here?

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Right. What? How can I describe this? Just in a nutshell like Here's what I was doing and here here's the outcome of it.

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So you might be able to quantify stuff if it makes sense to do that.

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Maybe it doesn't make sense to do that release the user engagement feature with engineers and Pms increase traffic by 30% awesome.

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And you know, researchers are a valuable part of this process, and sometimes we think we're always like in support of other people, and we're in support of everyone on the team.

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But you are part of that process. so you are part of releasing a product.

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You are, you know you are part of that, and I really like how you framed this here.

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I also like this utilize design thinking and design thinking it could be over here on your skills, but it is a particular process

that a company might be looking for and so good good to call out develop a product roadmap which led to the sign

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of a new feature. great pro to the contributing to product roadmap.

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That's awesome and what you'll see here, going back to my earlier point about impact is that it doesn't always have to be quantitative. if you contribute to a product roadmap for a quarterly

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planning or annual planning that's perfectly great example of impact.

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One other thing I would change is to bring the education down to the bottom they'll see it.

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They'll still see it. great. it's only one page but think about the infrastructure, hierarchy right like, what do they really want to see first?

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It's a tweak if you submitted this then you left your education up there.

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It's not gonna make or break it again? i'm just going for like what is the the optimal sort of design of the resume again, thinking back to like mental models?

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Okay, cool. Next resume This person has been looks like they've been practicing research.

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For a few years now. so not super early and if that's evidenced by the the description of the the roles that I see the activities and the outcomes this is actually a good

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quantification. going back to the previous resume let's let's see generative research sessions let's see led 20 internal generative research sessions. I don't know if that's like I did 20

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interviews I did 20 i'm not i'm not quite clear on that.

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It. It actually reminds me, of this idea of maybe quantifying the number of total studies, you know. I i've done like 20 studies this year, focused on Xyz.

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And this has been the impact. it's it's not a bad thing to quantify the number of of interviews.

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Again. What is the purpose of that? And what could the purpose of just your skills list be with regard to communicating what you know how to do?

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So sculpting the product roadmap awesome.

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Let's see increasing the sus score by 14% awesome time on task launched a benchmarking study.

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That's a really really great way to indicate that you were meeting, probably launched the benchmarking study to measure the teams impact across these different areas.

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So that was the purpose. And then this person presented, like regularly presented results.

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2 people to drive decisions, I would say a little bit more about what kind of decisions? you know, were they strategy decisions, business decisions, product feature improvements, iterations, whatever it may be.

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I do like this idea, too, of you know that you were regularly communicating this, which means that you have no good relationship with these stakeholders, and they actually cared about what you have to say.

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Maybe I don't know maybe that's up for the date not your fault, though, of course, anyway, tangents create a journey.

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Maps and service blueprints to identify operators for company goal prioritization.

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Essentially, these are really great big picture ways of summarizing what you did for your job.

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So this is kind of It's a good way to you you are doing a good job of exemplifying the things that I have commented on in the previous resumes that I think could be leveled up in this particular way

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Okay, so. what I like to hear is like you've had these internships, and you, you know summarized it enough to show what you were doing in that internship.

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These weren't long either. right couple of months few months you can't accomplish a ton of stuff in there. And so it's okay that they're you know brief and and to the point and great John on the rate.

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One thing I would possibly take away this the like activities and awards if you think about it.

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Like tau data pie on us. Most people know what that even is.

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Psychiatric you know it's hard to say right like Is that going to tell that person something?

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Volunteering soccer marathon like that's cool stuff about you.

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But I would say if you're sacrificing space to put that sort of thing rather than other really relevant information.

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That's related to the job that I would not do it if you're not.

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We're happy with it. We have some space to fill out cool Just think about the information.

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Hierarchy. you know, putting your skills up there first, sticking your education kind of down at the bottom, and that's a little like Nice to have sort of blurb down there if you submitted this resume tomorrow.

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It would probably be fine. I I told you I I looked at 75% for this event.

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I've looked at a 1 million other resumes and this is this is really good compared to a lot of what I see.

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So. you know just some. You know additional improvements that that you could be okay.

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Another nicely designed resume let's see I feel like same thing here.

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The the the jobs are summarized very nicely.

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What were you doing? What was the purpose of it?

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And you know the purpose being specific here, helping people identify medical aid plans.

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I would like to know like in order to do what like, so they could do what you know to to more easily access healthcare, or something like that.

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Let's see inconsistencies between the homepage and medical Aid page that led to misinformed users, you know, getting a little bit more in the weeds about specifics with the usability and I

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think you know, just talking about very concisely the the usability of different aspects of this end to end kind of process that people were going through.

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Maybe it was different touch points or platforms, different aspects of a website or app

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But being again thinking about how specific do I really need to be without being like too high level, that it's so they

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Let's see April 2022 So I'm wondering January. 2022 December 2,021 Okay, euh researcher here's what i'm

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wondering. Okay, So July 21 i'm gonna take that back.

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I'm gonna take that stuff that I said back and the reason being that now that i'm digging more into this resume, it looks like someone who was doing intern internship projects or projects during the course of their sociology project the way,

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that reads, though the way it kind of looks or the way it's framed, it reads, or feels more like I mean you Ex Researcher.

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And here are like some jobs that I had so I think being really clear, right, like, you know, internship projects, or whatever like, making sure that people know that these are not jobs in and of themselves.

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But they're a very specific project within like just a very specific project.

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One project per section, maybe maybe 2 because I haven't looked at the other ones.

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So I think that's an interesting reflection because again. I was thinking of like a mental model of a resume, and how this feels, and what it communicates, even before looking at the content.

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So again, being very clear about the context of these particular projects, yeah.

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So I think I think that's actually the main feedback that I would have for this particular resume. Alrighty

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This is a academic resume. many academics coming into ux research these days, which is really cool to see again.

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As I mentioned academic experience experience. There are folks out there who make assumptions about academic experience, and those are unfair.

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Maybe they're founded on some you know things that they've seen with communication issues about talking about your work, but it is absolutely experience.

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And you know it's just a matter of like talking about it effectively, Essentially so.

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This person has a professional summary up here. sociologists 15 years of higher and experience.

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Let's see across social collaboration self-motivated transit.

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I like this part transitioning to user research, to uncover insights and drive evidence-based decisions for users and businesses.

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I like I actually like part of it. the part I like is i'm transitioning to Youxr.

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It's very transparent, it sets the context for your resume.

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That's probably the the best nugget in this entire statement I think it's experience.

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Now the experience you want to emphasize though is not higher education experience, because that's big and it does feel very academic.

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It's research experience sociologists with 15 years of qualitative and quantitative research experience on you know, applying projects, or what in these areas you know, something a little bit more colorful that makes it very clear who you are

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and and what you have done transferable with transferable and relevant skills.

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Just show it. don't say it just show it down here. Communicate it clearly, so that they know that by looking at the the details rather than saying, I have transferable skills and relevant skills.

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Okay, you do. mentioned mixed methods, research instruction and potential collaboration.

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Great self motivated team player doesn't mean anything passion for learning about user research methods and social behavior.

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You know you are sociologist. mentioning something like that is good.

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But just take up everything that's like doesn't have some substance to it, like self motivated team player and i'm giving all this feedback in a place from a place of love and care and i'm also

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just very straightforward, you know, to be effect efficient.

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And just wanted to to call that out for for this feedback and any other feedback time providing today.

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Great great list of skills here. it's it's obvious that you are a mixed methods researcher just based on like anova and t test that indicates that you're a quant expert.

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You're not just like kind of a basic like I know how to design a basic survey person. which is important.

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If you're applying for a mix methods role is to really be an expert in both of those things.

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So great list of skills. you might want to add a skills heading here.

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It's it's obvious that it's a list of skills.

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But you know it could just be a nice information design thing to add

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Let's see. So associate, Professor Professor of sociology you were previously in these other roles.

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Great you've been in this role for several years. you have a a good variety of activities, and outcomes that you have achieved over this very long period of time.

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And that's hard I imagine that you have a 10 page Cv.

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You probably have a 10 page cv of all of the stuff. that you've ever done, which is what you need to have in academia, and to to synthesize it down into this let's see 2,01920 20

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1 13 years of experience into a small amount of space that's really challenging.

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So i'd love you for for making it through that we looked at a resume earlier from an academic whose resume was actually a couple of pages, and I didn't mention it back then.

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But it was a little bit crammed in like it wasn't as breedable and probably there was a little bit more detail. That was that she could have taken out

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So. So my point is, if you really feel like it you could go onto a second page, it doesn't mean to be a full second page.

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It could be a page and a quarter or a page and a half.

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Okay, So Really, the point here is to take this role and talk about it in a way that speaks you X, that speaks research.

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So let's see you have a lot of very specific stuff on here about

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Let's see, did all the survey conducted usability testing in order to do Xyz receiving a grant, doing a call project to explore these particular topics?

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I wanna know a little bit more about like what was the So what?

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Here. you explored these topics. you got this grant recruiting participants.

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You know that's like that's implied like you could put recruiting under your skills list, but it's it's pretty much implied that recruiting as part of the study so like that's the detail you don't need

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to mention. but going back to this, exploring the experience of single child free individuals like.

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So what like what was like? what was really the intention of that project?

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What were you really trying to understand? and did that have some kind of impact?

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On maybe policy. Did it have some kind of impact on a program, or like what are hypothetical implications?

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Of work, and sometimes that happens where we do work that Maybe we

don't know where what the impact ends up being. Maybe the project gets canceled.

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Maybe it happens in a context where you know, like an academic context, where the idea is to produce knowledge or theory, or or learn some stuff.

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But, like, you know, getting creative with how you push it a little bit further and talk about either actual impact or hypothetical sort of impact of this kind of work. So yeah.

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So I I think, to see a little bit more about that.

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Again. This one, too, Behaviors and fertility, marriage and aging resulting in Okay.

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So you resulted in some publications and conference presentations, which is great.

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That is that's a really great impact that's absolutely valued especially in academic context.

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But thinking about these jobs that you're applying to for us research, not saying, don't highlight it somewhere, and and that's fine if you have it in here.

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But is there anything else that you can add other than the site?

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This result of adding to the disciplines knowledge base about human beings.

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Teaching is always great experience. because you're you're communicating you're educating people that's very relevant to ux research roles.

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So I i've gone through enough of this one to kind of get a sense for like how you can build it out a little bit more fine tune.

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It talk a little bit more clearly. about any impact. on programs policy, whatever it might be.

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I also again want to come back to the fact that you distilled 13 years down into you know highly relevant bullets. here.

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It's 13 years, though, and these are different components of your experience at certain points in time.

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But are there like bigger picture things that you were part of over a long period of time?

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And I think one example is driving these strategic improvements in the University.

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We're in through cross functional work can you be a little bit more specific about that one because that's that's a big picture strategic project that you were working on.

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Like. What were those processes? What were? What was that outcome?

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If you're trying to improve processes how do you know that you did.

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How, how, what's the evidence that you had an impact through your research.

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So good example of a bigger picture thing, but just to add a little bit more to it.

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Last thing i'll say is your lines under your first section professional experience and education. They're they're slanted so like they're kind of they kind of like go up to the right on each one and it could be

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the fact. it could be that you like added the lines manually totally fine.

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That's a little attention to detail sort of thing that just you know.

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Make sure the lines are straight. Okay, really really nice here good job.

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Don't be afraid to go into 2 pages if you feel like that would help

right.

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Resume Number 6, so we just have a handful more resumes to go through.

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Okay. So this person is currently a research assistant at a university lab somewhere.

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They are, as you can see, currently working on their master of masters of hci degree.

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And they let's see they have they also have a background.

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And in systems, engineering and and computer science and engineering, which is actually really cool.

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Researchers come from all different backgrounds, academic backgrounds, different disciplines, design, engineering, social work, you know, drama, whatever and all of these different backgrounds and perspectives that each person brings their special in certain ways tech like

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engineering is particularly valuable as a researcher if you have it because let's say you wanted to apply to a company that works on developer tools.

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Well, you're gonna have like a decent understanding of of tech beyond what a a social science background researcher has. You could maybe more easily go into that role because you have this domain experience.

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You have this particular degree that gives you some knowledge that would be like a bonus to

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This research role. What that means is it needs to be highlighted right away.

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So going back to professional statements at the top to set that context.

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That is what I think could really help kind of like tie this all together.

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Because the person will kind of have to like. Look around and go.

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Okay, Hdi: computer science systems engineer can't you see that they came from computer science.

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But how could you make use of a personal or professional statement about the talk to tell them that right away to give them that context?

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You know, units researcher And you know, student at such and such university.

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With a background in engineering, and something something something I mean.

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It would be better than what i'm saying out loud but calling that out specifically. and tying it to like your your motivations as a researcher.

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Your interests, your focus areas wherever might be, and that again could really stand out, especially for companies that are very tech heavy working on products for tech audiences, developers system admins whatever, maybe So that that could be cool as Well, and

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I I see that's Why you have a github my question is, does your github have anything to do with research?

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If it doesn't you don't need it because like if I see it on here and you're applying for research, I might click it, and if it's developer stuff, I might be like why am I looking at this I

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don't need to look at it if it's a Github, that you're using to share research stuff.

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Which is a really cool use of Github. Then yeah, keep that up there.

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Why I also like about this one is you make it very clear that your experience is related to your research assistant role at the lab.

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I I think we had a a resume a few resumes ago, where I realized that

what I was looking at was actually the resume of someone kind of in the same situation.

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Who's a student who's doing individual projects and that this is a really great example of what I was talking about.

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I think about making that really clear right away. so the person doesn't get confused.

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And so you you have that broken down. Well, here based on projects.

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So cost one working on a game to improve user awareness of security.

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Interesting security stuff that that kind of does sound like you might be

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So focusing on a tech user group it's not totally clear.

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But you know. Anyway, step tracker to curve sanitary lifestyle like you're making it very clear, hey?

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Like here was kind of product or concept, or whatever that was working on.

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I like this, because you you don't have like in-depth experience, or like lots of experience over even a few years of of work.

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It's legit experience you know it's in an academic context.

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It sounds like. The way in reading is that you were working with actual stakeholders or doing a project that mics what it would actually be like in the real world.

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You know, or the world outside of academia i'm I'm.

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Seeing that based on how you describe your work. Talking about increasing user self advocacy via a certain amount of percentage.

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Let's see tailored version of the game significantly improved players intention to follow security behavior by 41%.

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You know there are some really good measures in here, and it's because your resume is anchored in specific projects.

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I think it is actually okay. be a little bit more detailed or redundant.

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To your skills list. The more experience you are you don't need to like.

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Reiterate those things in detail in your job descriptions it's really like Internet show here's what I was doing.

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And why in the impact, but based on where this person is at, and to that previous resume as well.

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Great way to describe your work. If if I were someone looking for like a kind of a new career level person I would be, you know.

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I I would appreciate seeing this sort of breakdown in more detail.

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If you had like, let's say another year of experience you'd have to stick that in here somewhere, and be much more concise.

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And so your 3 projects were would probably become like 3 or 4 bullets total, and then you'd have that other role.

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So so that's you know another point I want to make is the more experience you have, the more concise you want to be.

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And over time your older stuff. the details of it don't matter as much compared with like your newer roles.

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Last thing they'll say about this one is Oh, publications cool like, since you're still in the student world, Gpa, you know that's that's fine.

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Just put full 1 5 or something like I don't know or put 4.1, or you know whatever like

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You don't have to necessarily be so specific about like the the actual possible highest tools and languages.

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That's that's one other thing too since you're applying to. If you're applying to research walls that really don't have anything to do with technology this stuff isn't going to be relevant then I

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wouldn't emphasize it too much if you're applying.

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Let's say you're applying to pinterest and you're going to work on like hints for business or something.

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Tools and languages in terms of like software development are are not going to be relevant. But they they know that you have this particular background in software engineering.

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And that's just an indicator that you know technology.

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If you remove that for that kind of role then you'd have more space, more breathing room.

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You could add something in instead. or you could just leave it another thing i'll mention is the it's a couple of things about the design, so there's a bit it's a bit noisy with the color it's kind

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of i'm not sure like where to look there's a lot of kind of like directions that my eyes are being pulled in with the pink and the blue and Then the link colors of that different shape of

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glue. so to get a little bit more simple with the color

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The other thing, too, is the skills list there isn't really a reason to have it designed as though they were buttons like That's that's a design style for for buttons on a on a device it

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doesn't really I don't know like serve any particular purpose.

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It kind of seems like a random sort of way to do it again.

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Not gonna make or break your resume it's this is just like fine tuning kind of stuff.

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So if you kept it as is great, if you put it into a column.

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Great really. my point here, too, is to kind of make it consistent.

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The Button style list of skills is quite different from the other content on here, and how you have designed it.

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Keep it simple for people alright, just a couple more. So we have another person with appointment experience here.

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This person does go into a second page which is great totally fine. I think part of why it's onto a second page is because there is one column and that's okay like I like 2 columns because

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it's like breaks things up and she's something that's very readable, and he are having to read from like left to right, completely across the page.

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Again thinking about the fact that people are like looking through these pretty quickly. They're just trying to rock like, Do you have the relevant experience.

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If I looked at those first I I would I would be like. Wow!

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There is a lot of content here like, Where do I start?

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The sections are a little bit hard to kind of like parse like the

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The headings are essentially the same size as the the bullets.

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The italics doesn't really help you know like could the con bolding like using bold and a little bit bigger of a size font serve the purpose of a heading or a sub heading also too, I see some stuff

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bolded that really doesn't need to be bolded as you could see, none of the previous resumes have specific words bolded in it.

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It's really not necessary. what's what you want to do is just make the entire thing really clear and concise, and the the bolding

doesn't really need to be in there. So one way.

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You can do that is, again like trying columns.

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I I would try out doing a couple of columns for a resume which can like kind of crunch down that space which will also give you a constraint to make your content more concise, because then I could see that being like

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really long sort of column with all of this stuff Let's look at an example design and and generative any value of research to understand problems such as declining engagement remote, learning that's awesome like you, you this is the

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purpose of the work. Lms. overwhelmed. I know what Lms.

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Means, but probably other people do not. So you want to watch out for acronyms that are not clear

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And and just saying what they are technologies for hybrid modality.

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Not I. I understand what that is. But other people might not D.

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I gaps and time to degree. confusion that's awesome What you did here is is listed out lots of focus areas for your work.

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Very tangible things. that you could clarify a bit.

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But going back to previous feedback i've given like this is a good example of of calling that up.

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I want to know. let's see manage and educate faculty students, leading workshops, workshops are always great.

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A really important skill for researchers accessibility inclusive design like you're speaking the language of Ux here.

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Awesome. it's just a lot to look at all together here, and i'm wondering how can you synthesize it a bit more.

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Kind of like these jobs down here are these projects down here.

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For for the the stuff underneath this bigger role of department chair and Professor which congratulations for making decision to leave a tenure job to come into ux research.

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That's awesome. So anyway, going I think Let me see, going back to what I was thinking before, and I'm jumping around to a lot of different stuff. you have really great stuff.

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Here. but how can you kind of like condense it down and talk a little bit more about any impacts like you?

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You worked on di gaps in time to 2 degree completion, like, Did your work improve that in some way? did your work, you know.

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Make this more equitable for people with different identities. How do you know?

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What can you call out about that to make it clear? One other thing I wanna mention actually a couple more things.

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I see a lot of titles of Ux Researcher, Uxley, Ux Researcher Ux Researcher.

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I want. I want you to be transparent about If that was actually the title that you have.

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It's an interesting question there's kind of like this great area of like.

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Well do I call myself the title that I want to be in my next job?

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Do like, How do I use these titles you're you're doing a really good job with the language and speaking ux, but I feel like It's pushing it a little bit to say us researcher ux

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leads us researcher 4 roles that I don't know maybe we're or we're not that I I don't know who's resumed this is if you're on the other side listening you know your

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resume, and if this is what it was great but I actually see this with other folks, too, even on linkedin looks like i'm a ux researcher.

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But that communicates something to people that might not actually actually be a 100% accurate.

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What if you called yourself qualitative researcher or just researcher?

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Research, Lee, you know whatever it may be so whether it's this resume, or anyone else out there really think about the implications of the the terminology and and titles that you're using and the expectations that will

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set for your reader. What assumptions are they going to make?

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What is it gonna tell them about? what what conclusions will they make about you based on the title that you're using.

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So just something I see kind of in general sometimes out there.

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Last thing i'll say is you have a really great breakdown here of of skills and education and methods, and all of that stuff. there's like a ton of white space here.

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And so i'm thinking, like if you did go to 2 columns, you could make some some good use of like the visual design to have like a scheme of your column for some of this stuff down here and then how

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does a column that's a bit bigger for your experience and it will still go onto a second page.

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But you know, like make better use of the real estate.

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If you submitted this tomorrow, and really like made some changes.

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I think, to the job. description stuff and you submitted it, and it's one column and you have this on the second page.

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I'm Sure it'd be fine yeah these are ways to find tune thinking

about your reader. Their mental model of resumes their goals.

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In that moment the decisions that they need to make what they want to learn about you.

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Alright, 2 more wait 8, 9, 10 3 more. think we can do this in the next 10 min.

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Alright i'm a ux researcher who's passionate about user center design and delivering immersive experiences.

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I've leveraged calling point methods I have experience with designing usability.

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Plans, conducting interviews, communicating results, and translating into actual recommendations.

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We can see that when we start looking at your resume we can see your experience.

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We can see your methods like listed in your skills.

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Section. We can see that you've done qualified passionate about user center design and delivering immersive user experiences.

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Again, like, can other people Can many other people say this: Yeah.

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So glad that you have a statement here i'm glad that you are trying to set that context for who you are which is important?

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For folks to just understand you are not shell, so they can better graph the rest of your resume.

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But how can you make it more special? How can you make it like a billboard on the side of the highway that captures people's attention and and makes them go like Hmm.

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Better call Saul. He sounds like a really good lawyer and I have this issue going on.

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I'm gonna call him because he looks cool and interesting and like my style.

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Hope there's some better call salt breaking bad fans out there.

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Capture people's attention quickly. tell them tell them something that's like interesting and relevant that they can't also just find down there. And there's this idea of like showing and not telling so like show your skills and action what did

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you do. And what did you accomplish rather than saying like I have transferable skills, or you know I have experience with Xyz methodologies like, Let's hold it up really distinct about you let's see

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education got some jobs jobs in turn teaching assistant. What is the education?

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Hci. And then computer science, awesome kind of similar to what I was saying about one of the previous ones having this really specific domain expertise in tech tech products.

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Ai. Everyone has some kind of unique background domain expertise.

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And I just want to point out that this is really important to think about when you're actually looking for jobs too, like look for the jobs that would really value someone who's done stuff with Ai big data you know maybe it's you

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have a lot of di work, and the product or company or nonprofit is is focused on that.

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Maybe you come from social work, and you're applying to coach for America, and they do stuff related to what you've done before.

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So that's just kind of an aside but use that to be more selective about where you're applying, and vice versa like tailor.

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Your resume to that role as specifically as possible, if you have something really special to bring to the table. So it looks like a Vx research intern graduate research Assistant research.

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Intern same thing with a couple of the other ones I like the breakdown.

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That's a little bit more detailed about projects just based on where you're at in your career.

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If you got into jobs where you know, over the course of a year or 2.

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You get like 30 projects that's when you're gonna end up being more concise skills and methods it's fine.

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It's fine this way. if you want to make it more readable columns are nice bullets doesn't have to be bullets.

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Actually that's. what I like to about your job descriptions up here is you're not using bullets for everything, and in fact, I like to.

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I like, resumes that have no bullets at all.

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If the information design is is really well done. So you know you don't always need bullets, is more about Can the person read it easily and understand it, and know like this is a job.

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This is a skills list, whatever. So I like that. you got outside of the box a bit with

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How you are communicating this information in a in a different way.

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If you submitted this resume tomorrow. It'd be great there. there's nothing like Major Red Flags on here that I would say you know you need to like don't submit this resume name Nameton love it so

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let's see. we got education awards and projects professional experience.

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I pick this resume because this is an obvious career. Transitioner Ms.

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And human factors. I I would want to know like, Is that coming up, or did you get it already? like?

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Is it forthcoming? you know It's coming this fall or did you just get it in May?

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That that will just tell people like, are you? Do you have the decree or not?

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Communication, science and disorders. so speech, language, pathologists, speech, language, language, pathologist, supervisor, same kind of role.

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It reminds me of some of my clients who have come from something really really relevant, transferable skills.

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How to talk about that stuff, speaking the language of ux and bringing the special perspective.

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I had my client like a while back, who was a social worker? I think she had a masters in social work, or whatever the the certification is to be able to do that.

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She talked about all of that works speaking the language. of ux talking about doing research, to improve social work programs for for clients to improve their lives, and what that looks like.

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And what the outcomes are that's the same thing I I see here the same idea of talking about your speech, language, pathology, experience.

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By talking about a B testing in order to do Xyz, you know, improved learning outcomes.

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Conducting research to create care plan strategies. you know.

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Admit you know what just turning like. If you were gonna apply for a speech, language, pathology, job, you would talk about your work in one way.

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But this is your applying for ux research jobs and so you're translating that's the key here is to be able to effectively translate.

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I see that you also let's see

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Okay. So what I what I would like to see that I think would be really helpful is a skills list.

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What I see that you have done is even better. All that stuff into your job descriptions.

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But if you could just get it into a list of like you know methodologies, types of research, you know, whatever it may be.

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That's very easy to scan and Go Okay, I see like that.

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This person has a good match with what we're looking for and then there's some additional detail about what that looks like in practice, and so that's something I would add here, and it could also mean that you end up being able to remove some

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of the stuff out of your bullets. but just overall.

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Looking at this, I can see that you've really done a good job of learning how to talk about this stuff.

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In an effective way. I also see stuff here about survey, like quant research standard deviations.

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If you are a if you have expertise in quant make that really clear.

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That mixed methods rules those are candidates are in high demand.

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There's fewer of those roles but there's also fewer mixed methods.

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Researchers who are truly experts in both of those things.

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So definitely emphasize that and coming from speech language pathology like, Can you tell that person up front in a professional summary like, Okay, what's the connection here?

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What makes you a distinct candidate from other people I think you know, if someone who maybe isn't as able to translate things on

their own, or if you'd want to make it a bit easier for to read your resume if

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you have that statement up front, it would set them at ease when they see speech, language, pathology, speech, language, pathology.

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In your in your jobs. Alright, Last one. So I think the main thing that.

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Okay, let me just take a look so mixed up as Researcher Bs and psychology focused on experimental and cognitive psychology.

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Us Research apprentice, currently a nonprofit one, a soccer org.

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So it was some good project experience. even actually going back to this human factors lab, one which was, you know, a handful of years ago.

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So it's not like you've only done a few projects. you're kind of in that middle zone where you've done enough stuff so that you don't need to necessarily get into so much detail, as though you only have

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a few projects. What I would say let's see is Okay, Your research apprentice right now.

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Discovery, research on pain points for us. leadership. Well, is that your audience?

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Are you actually looking at ping points I don't think You're looking at pain points for this particular group of people.

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What are you studying? celebrity, ux, leadership, pain points actually.

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Maybe that is where it is but it's a little it's actually.

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Okay, So I would get a little bit more clear like, What are you actually studying?

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What are you learning? What is the purpose like learning about pain points? what's working, and not what is the purpose of that

specifically discovery, research for such and such team design?

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Serving interview questions. Okay, for what what was the what's the So what What's the purpose here?

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Led user research. Yeah. more more details, please. And you have details here.

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Bye, I think like connecting them more together. So screener survey design user interviews like summing it up and connecting all of this stuff again into this.

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So what like what were you doing and what was the first purpose and outcome?

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Since you're you're not like brand new career but your early career.

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I think you're quite early career I think your courses are not as important. it's more about like what's your focus?

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What's your degree you know they can see that I don't think that's something that you need to mention.

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And I think your skills list, too, like you could just make all of these skills.

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Except the the tools. So you know, get rid of ux research.

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Just put skills. Sdss: quant stats userflow is design like, Just stick it all into one column.

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And I think making a little bit more breathable breathable by removing some of the content condensing some of the content tent down, making it more concise.

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Will will help. Okay? Oh, I need leverage. that is all for the resume reviews.

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I know we went a little bit longer than intended looks like we had a lot of questions come in, so that's cool.

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But yeah, what When does the event end? Is it 30 min or an hour?
Yeah.

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So we end in 30 min. But first of all, Amy, Thank you.

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So much that was incredible. So appreciate your insight into real resumes

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Also, thanks to all of you who submitted resume and weren't afraid to have them be shared here.

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I know Personally, it was awesome to see all the different formats and and different things, and get ideas and insight.

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And so just thank you. Thank you. Thank you to everyone involved.

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Including Amy , Yeah. And you guys had lots of questions.

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This was incredible. I think we have a total of like 5 pages of questions which is crazy

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And so, Amy, you have the link right? are you gonna look through those and kind of use You've seen them normally.

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I like to go through, but you know I trust you. You can pick like the best ones, I think.

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Pick the ones that are just not easy to Google, you know.

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Yeah, I I can absolutely do that i'm happy to see.

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So we'll spend a couple of minutes on on q and a and then do one networking breakout, room too.

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So I don't worry everyone will get to that too.

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So i'm just gonna go we have a couple categories of questions.

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So first category is like style and format lots of questions on like

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Our columns. Okay, are preferred. Our colors, okay, are preferred.

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Do those things matter with the Ats systems? that are in play with different regions.

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If you could comment on that that would be awesome yeah I mean I think the the 10 I showed it's like there is so much variation.

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There's no one it's like columns Yes, or no. I I think columns are really effective rather than like text, just straight across more like.

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Make it easy to read. make it easy to go through efficiently. So take that, and then make a decision about what's best. Does it mean color?

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Yeah or no. Can the published server purpose for information hierarchy, visual design, yes or no like make make the decisions about that based on best practices for for resumes in general, that's what I would say and

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ats, I mean. I might as well just talk about it ats means applicant tracking system.

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It's a system that collects your information over the course of the interview process.

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So it stores your files. It keeps track of interactions with the recruiter.

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There's you know, people can leave notes people can keep track of like what salary is discussed.

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Whatever. it's essentially a way to just keep track of applicants and it's not

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It's not a bot that decides if you're a good fit.

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It'll try to like parse your information into it.

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But that file will always be there. And humans look at the file like we cannot rely on software to make decisions like this.

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So I think. Use that to B at ease about about creating your resume, and use these best practices to decide what it should look like, and what the content should be awesome.

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Thanks so much. There was a we're a couple of questions too. not just on the ats aspect of the format. but also things any tips on how to make sure your resume is accessible.

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I mean it's like any product any content out there if you care about that, or want to make sure you address it.

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I I was saying, just look up what accessibility looks like for kind of anything out there.

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I mean that's a good point there could be people who use like Maybe there's a recruiter or uses a screen reader who knows that's a that's an interesting consideration i'm not surprised to hear

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that from a person in ux, because we care about that kind of stuff.

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But I can't I I mean I don't wanna give any specific things, because i'm not like I don't know the exact recommendations I would make for that.

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But if you care about it and you think about this, then I I have confidence that this can be figured out by anyone out there.

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I would say, too, like, you know, going back to colors or that sort of thing, you know, like think about like don't use like fluorescent green, you know, or whatever like, just for general readability. general sort of accessibility by by human

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beings. The other thing, I would say, is like accessibility, has to be taken care of by companies as well.

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So if they hire a hiring manager with some kind of something that makes it more challenging to look at materials that company is going to need to accommodate that person, and so I don't know I would just

say

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that that's probably going to be the case that they're going to be able to look at Pdfs.

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Look at word. Docs you know I I don't I don't know It's it's a little hard for me to talk about. but hopefully, that kind of just gives like a general idea of how to approach it I also just love

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your your feedback on like, you know. Look at your resume through the eyes of a ux, or just make it easy to read, and that includes accessibility.

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So make it easy to read people. all right. Another kind of tactical question, but it came up a couple of times in the chat.

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Is Some folks surprise that at people putting years you graduated on a resume and kind of some worry about agism or things like that like, What is your take on on that?

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Yeah, it's a personal decision, and I do know some people cut off jobs right like they've been doing jobs for 30 years.

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It's like maybe they cut out their their first several jobs.

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If they have a concern. I have seen people not quit the year.

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That's really important, really important. for recruit and hiring people to get better about that sort of bias.

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If there is bias happening because of that, Do you want to work at that company?

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You know I think it's again it's a personal decision. If it's a concern, and it's really anxiety inducing, then I think that's totally okay.

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Just make sure the relevant information is on there, and we need people we need like veterans.

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We need people who have been in career like that. All that

everything I just said should be irrelevant, right like we.

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We need folks with all kinds of backgrounds and amounts of experience, And again, like, if you're previous experience from teaching for 10 years, or from being in some sort of field for 20 years, whether it's ux or otherwise, like, if you can

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showcase like, while if that is really relevant then then great, and you can apply for like a senior researcher role with a ton of experience, you know, doesn't also need to be like some executive type, role right I do think

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Ux is a really good field of people who are really thinking about like bias and stuff like that in the hiring process as well.

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So? So yeah, that's what I would say yeah I mean speaking of folks with a lot of experience, there are some questions of you know.

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If you have a long career, is there a page limit, or a limit to how many years you should go back?

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Or should you, you know, is there a rule of thumb on like, only include the last 5 years or 10 years, or you know What What do you do?

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If all your experience is relevant to everything, or you know, Cherry, pick.

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So that came up a ton If you if you've been working in products or tech for 30 years.

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You know a few pages great because you're probably applying to like Director Low goals or principal, or some kind of existing, or something like that.

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Right so that in depth experience like 3 pages is going to be acceptable.

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If you're an intern like probably one page is going to be acceptable.

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And That's where making decisions about how concise you need to be

in how detailed you want to be, you know you have to base it on that.

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If you if you worked at yahoo like in 2,000 4, which is like the shit back then right like that's really good to include yahoo's like an og tech company, but do you need to give 5

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bullets. No, just say like, just say like 2 lines or a couple of bullets of like here's the key role I was doing, and and what I was focusing on, right?

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Because you're more recent stuff is gonna be what you want to share more details on awesome I think you kind of address this one a little bit towards the end.

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But still some questions on like, Is it okay? ethically, to kind of change?

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My job title if it wasn't exactly you know what match to my skills, or if i'm looking for a job in us research.

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But my title was, you know, design specialist, or something that was a little bit different, like, you know.

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How do you references understand that change? And is it?

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Is it ethically okay to just make those changes? I guess I everyone.

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Everyone has to decide on their own ethics. First of all, second of all, I do think transparency and honesty are important.

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I also think that we're we're having a lot of people transitioning in, and there is a challenge there like I don't want someone to look in.

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My resume and go Oh, there's speech pathologists like why is that relevant third in the trash?

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That's keep that title. But the what you want to do is really communicate the relevance of that role in your experience.

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And what you did that's where you want to frame it in the language of ux frame it in a way, or just write it in a way, so that it's clear like, Oh, this person was a social worker.

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Okay, now that I look at what they actually did. Oh, yeah that makes total sense.

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So like don't be afraid of certain titles and I think I did mention that one where it's like, were they actually a ux researcher?

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Or were they just like a a qualitative researcher, or you know, something a little bit more general.

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One thing I will say about titles like internally there's a lot of different titles.

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So someone might be like researcher 2 but what we don't know what that means.

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Research or 2 could be earlier career researcher, 2 could be admitted.

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Career. I would kind of like get rid of like very internal.

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I know in finance there are people who are Vp.

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Of research, but it does not vp in the way that we think of what a Vp.

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Is that's a very specific term within financial companies that just kind of means like a senior ish level research role.

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And so it's like if someone looks at that and they're like Oh, there are Vp.

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Like that's not accurate in the context of research titles in general, so like pay attention of those sorts of changes that you might want to make.

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Yeah, that's a great point. in our field the titles are all over the place.

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And I have a a more specific question from someone related to the same thing is, you know, for instance, my boss referred to me as Lead Xyz in an email chain.

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But I was hired officially as xyz not lead Xyz.

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So you know What's okay in that instance, if you're a mid-level researcher, and you need projects.

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That's different than being i'm a lead researcher right So that's where that communication like being very accurate and clearly communicating.

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You could be in an intern like owning projects, you know.

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Maybe So that's like a verb. an action verb versus like an actual title.

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Right. The title is really important to like. Set the expectations.

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I see phds applying for staff researcher roles, and that's absolutely not Wait There's no point in that.

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Like a staff. Ux researcher means something way different than like a senior level researcher.

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And this is the learning people have to do like, What are these different roles? right?

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But that might not be clear. to someone who doesn't know like what the staff versus senior.

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So that's really important to do just like even when applying to jobs as well.

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Yeah, yeah, A lot of questions about the skills, tools, and personal statements kind of those extra categories on are those essential or nice to have? If you have the space And just how do you feel about those kind of sections I

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mean? Yeah, I absolutely essential personal, professional, statement isn't essential but like, why not do that?

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If you if you're transitioning like that is you need to do that, to set that context, and make it immediately clear like here's line here today, there's why you should read my resume maybe it's not as

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necessary if you've been doing ux research for 5 or 10 years.

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But do. you want to use that space to communicate like Why are you so different and interesting, and such a great fit compared with other candidates like you're planting a seed in their mind it's a billboard it's a

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pitch, you know. Can you pitch yourself before they get into the details? Yeah.

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Of course you want skills, you won't see skills because people like are looking just for like keywords a soft an Ats might want to parse those keywords into particular fields, or whatever if you If you address your

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methods and skills and stuff in the the the bullets of your job descriptions. and it's just like they have to do more work to like quickly.

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See that sort of thing and recruiters don't spend a lot of time.

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They have a lot of resumes to look through and it's like? What are the

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What's the mental model? what's the heuristics? that they're looking for like what are the signals they're looking for? to to look at that as efficiently as possible?

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So like, Why not use columns? Why not like call the skills out?

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Why not call the the the tools out, and then use your job descriptions to make a different point, like the points that I was talking about in the the feedback awesome?

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Yeah, thank you so much. Another question came in.

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That was plus one to lot is know what are some best practices for communicating impact with more generative work.

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When the outcome may not be as easily easy to quantify.

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Yeah. I mentioned this like, not all impact needs to be quantified.

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And I get this question so much and it's a great question like business is so oriented towards quantifiable information, which is why it's.

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Why, why product design can be challenging in organizations, especially with stakeholders.

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They want to see like 50% increase in this thing. And that means we make more money like the generative research, the product strategy tech stuff that is really essential to business as well.

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But we might not always have that. And so, again, like, how can you qualitatively describe your impact?

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You know I was the first researcher. I implemented a research rolling research program where we did studies every 2 weeks.

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I also like built up the research operations function and hired a research operations person or created templates for research design materials. that is creating efficiency and more effective work on your team.

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Were you able to do research that you were able to present to an executive like to to have your research acknowledged in such a way that that person spent time listening to what you had to say that could be a

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big deal. Did you implement some kind of way for stakeholders to submit research requests?

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And the older prioritize those things right like there are program and process sort of things.

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I did this research, and then we decided to do additional research, because it was so insightful like.

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Think of that kind of stuff as well. so it sounds like there's a lot of transitioners or freelanceers on the call, and so a lot of questions about you know.

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How do I talk about either projects? i've done in a course or freelance?

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And you know, How do I call those out on my resume?

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Do I need to call them out specifically as those things are.

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Just how would you recommend handling? Yeah, I see a lot of desire to hide things or to minimize certain things. And I think some things can be minimized like if you worked out for if you worked at code for Dallas or

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code for Chicago like it doesn't matter that you were volunteer.

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You don't need to put that you can if you want if you don't put it it doesn't matter if if you don't you need to put like this was unpaid like that doesn't matter it's

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it's experience, but that context is important. we looked at a couple of resumes that, like one.

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I I thought I was looking at like a a person who's been in research beyond school, but it wasn't that person was doing research in school, and so like what I thought I was looking at was actually different when I once I started dating

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into the content. And so that person needs to set context for those projects.

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So I know that they're done in a school context and that's okay like we have to get past this concern of like.

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Oh, I only have school experience. therefore I have no experience it's all about communicating what you have done, and like we all

need to just like.

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Be confident in that, and try to change that practice. in our field.

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Did I answer the question? Yeah, yes, I love it. Thank you.

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And I have 2 more questions before we need to get to networking.

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I know there is a ton that we're not getting to so you know we have them all documented hopefully.

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We'll get to some more that through our show so social media, or just to our slack channel, and things like that.

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But there are a lot of folks I think coming from Academia, which is awesome.

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I'm also an academia transitioner so I can relate, and I think one of the biggest questions is, you know.

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How would you? or what advice would you give to folks transitioning in terms of how to change the language, or how to

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Just translate that experience into you x experience to make it really impactful.

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Learn what ux is learn what design is like what is this world you're going into.

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What's the language? What are the concepts you need to do?

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Self directed learning, or, like, you know, to do some kind of program.

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Do some kind of like certificate. learn read some books like books exist, and there are some good books out there.

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Imagine the amount of time that you'll save reading quality books written by the leaders in our field versus googling for 500 h in reading medium articles, half of which are crappy right?

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Like. be strategic about how you're learning and you need to fill these knowledge gaps before you make your resume before you apply for jobs.

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Enough at that point in order to do that, and that as like you get your resume fine tune.

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Do you submit. it starts working Keep doing that learning because then you're gonna be able to more effectively interview and then talk about your case values and all of that stuff.

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So it's like this again. snowball effect and that's probably one of the key mistakes that I see academics make is to not sit down and go.

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What do I not know? Yeah, that's great and I think that Segue is really nicely into my last question.

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I always like to ask this, but what resources, books, websites, etc. would you recommend to folks?

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Either transitioning or just to beef up their resume.

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In general. yes, so I would say, like I I I would rather talk about just general resources.

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Linkedin is one of the best places to be and hang out in the community and learn learn about events.

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Learn from like leaders in the field. Talking about stuff, get be involved in the conversation.

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Get comfortable with starting to put yourself out. There be part of conversations.

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Create your own content. right like that's a learning opportunity and if you curate it.

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You're very selective about who you follow and get rid of the noise that it can serve a really good purpose.

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Yeah, darren, I see in the chat darren hood.

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Has a really great book list out there. and you can follow people like on LinkedIn Youtube, is great. But again, you want to be selective and strategic because you could spend so much time looking at all the resources and look And

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like there's a lot of misinformation out there i'll be very frank like one person's experience is not reflective of all everyone's experience and like that's Why, people are like Well, our our columns.

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Okay or not, This is like what What can we learn That works most of the time?

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Like. Oh, you know, don't Do this one thing like Is that actually a good recommendation like Is this accurate?

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Or is that just someone saying like something that they believe is true? like, where is that person coming from?

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Has that person like been in the hiring process how how long have they been in their career? we don't know where they've applied like we have to use our critical thinking to evaluate. resources.

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So that's one thing and then books just enough research by Erica Hall, interviewing users by Steve Portugal.

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There are like fun elements of what's jesse James Garrett's books.

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Elements of user experience, or something like that like that's a classic from like 20 years ago.

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It's one of the first books I read and that gave me a sense of what is project design like what is ux.

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It's not just about like knowing research you need to know the context. right?

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So like, find just a few books that will tell you enough to know how

to interview effectively at a talk about your work effectively, to learn that language.

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I think events are really good as well. So my my key point is like, be strategic because your time is finite and your energy is finite.

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Yeah, Great great advice. And Bobby, thanks for calling out in the chat.

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Yes, Erica Hall did it an event with us.

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I think earlier this year. check out our Youtube for her event, plus others.

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Amy, Thank you so much for all of your advice.

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This was such an excellent meetup with a lot of lot of great content, and one of the most engaging questions I've I've seen. This is definitely the most questions we've ever had asked in an event so I know.

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We didn't get to everything but i'm hoping that we can get to some in future settings, and everybody just give Amy a huge round of applause.

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This was. This is really great. Thank you. I enjoyed it, and thanks for allowing me to go over time.

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I know the networking part is important. but you know now I know what it's like to do.

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These live resonate reviews absolutely absolutely and I think we put it in the chat.

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We'll do it again. Please do fill out our post event survey.

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That helps us know how to get better and serve you better.

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Just like any good researcher. We want the data and we can't do that without you.

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So please do fill that out for us, and and be open and honest with us.

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And without further ado, i'm gonna share my screen again

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Our reminder for the follow-up survey but we're gonna get to networking.

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So. if you haven't joined us before how this works is we'll put everybody in breakout rooms of you know, 4 to 5 ish people, and we'll give you a topic to talk about if you don't want to stay no judgment but

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to get a job requires networking in a lot of cases.

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I know every job i've gotten is because i've known someone that's helped me.

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You know, either open a door or recommend. or do whatever and so networking super important, and we love to have you stay.

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However, we'll give you this this chance to to to leave we do have a few house rules.

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Since we're not monitoring each breakout room please treat everyone with respect.

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Give everyone a chance to speak. The empathetic assume positive intent, and please do not share any negative, or if offensive comments, and if someone in your group does please report them to us.

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We do have a code of conduct, and and we hope that everybody is respectful of each other.

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So the instructions are going to be, and when you get out in your breakout room, introduce yourself, which includes, like your name, your location company, school, or whatever your situation is, what is your specialty, design, research strategy, product, other you

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know transitioner, whatever it might be, and then we have a prompt

for today.

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Which hopefully, this is pretty relevant to what we've talked about.

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But what is the best resume advice you've ever received and that could be tonight, or that could be for 20 years ago?

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And just to get the group. chatting so i'll send everybody out for probably about 15 min. and then we'll come back and say, good evening, if you do get to a breakout room, and you're the only one in there

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that happens sometimes. Just come back and i'll reassign you to a new room.

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No problem. So just let me know if that happens alright.

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So now, if I can thank you with this out