JARROD K. THACKER

ENTERPRISE SOFTWARE DEVELOPER

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EDUCATION

Master of Arts in Professional Communication (Human Computer Interaction)
Clemson University | 2015

Bachelor of Arts in English, BA in Film, TV, and Digital Media
University of Kentucky | 2013

UX Certified (ID 1018010)
Nielsen Norman Group | 2018

Certified Scrum Product Owner
Scrum Alliance | 2018

CompTIA Security+
CompTIA | 2022

WORK EXPERIENCE

IT ENGINEER

United States European Command | Cambridgeshire, England | August 2021 - Present
• Acting as full-stack engineer to design, develop, and support custom web applications
• Collects and prioritize business requirements
• Team lead for SaaS application
• TS/SCI Clearance

UI DEVELOPER CONSULTANT

Business Owner | Cambridgeshire, England | March 2020 - Present
• Designs and develops web sites and applications for U.S.-based non-profits.
• Creates marketing plans for websites and applications.

SENIOR USER EXPERIENCE DESIGNER

United States Senate, Sergeant at Arms | Washington, DC | January 2017 - March 2020
• Designs and develops the front-end of accessible web applications.
• Prototyping solutions through sketches, wireframes, hi-fidelity mock-ups, and code, whenever appropriate.
• Facilitating discussions among stakeholders, developers, and users by using a variety of collaborative design techniques.
• Documenting business requirements, acceptance criteria, and design decisions in an Agile development environment.
• Conducting usability testing, in addition to providing recommendations and implementing solutions.

USER EXPERIENCE DESIGNER

United States Postal Service | Washington, DC | October 2016 - January 2017
• Designed and developed data visualization solutions for internal inquiry projects using Sketch, Illustrator, and web technologies.
• Served as a resource for front-end development.
• Supported business units by conducting user research, defining and refining project scopes.
• Planned and ran design workshops with project stakeholders.

EARLIER EXPERIENCE

User Experience Designer, Campus Labs (acq. Anthology)
May 2015 - October 2016

User Experience Specialist, Clemson Online
June 2014 - May 2015

Accelerated Composition Instructor, Clemson University
August 2014 - December 2014

Graduate Assistant, Clemson University Multimedia Laboratory
August 2013 - July 2014

Multimedia Assistant, University of Kentucky Office of Distance Learning
May 2012 - June 2013

Reporter and Photographer, Kentucky Kernel
June 2011 - May 2012

Laboratory Analyst, Appalachian States Analytical
May 2009 - July 2010

Senior Technical Support Representative, Gearheart Communications
August 2007 - May 2009

SKILLS/TOOLS

Languages (in order of familiarity)
HTML & CSS
JavaScript (ES6+)
PHP
Java

Frameworks/Libraries/CMS
React
NextJS
Vue
NodeJS
Wordpress
SCSS
Styled Components
Spring Boot
Drupal
Django
ColdFusion
Astro

Databases/ETL
MongoDB
MySQL
Redis
ElasticStack
Apache Nifi

Concepts
REST
GraphQL
Git
TDD
XSLT
User Research

Design Tools
Figma
Sketch
Adobe Photoshop
Adobe Illustrator