

# Surya Jones, MA, MSC

surya.n.jones@gmail.com | 530-979-4660 | /in/surya-jones | [suryajones.com](http://suryajones.com)

## EDUCATION

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### Columbia University

M.A. Global Thought - Focus Social Anthropology

New York, New York

Graduation Date: 2022

### The London School of Economics & Political Science

MSc Social Anthropology

London, United Kingdom

Graduation Date: 2021

## CERTIFICATIONS

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### Interaction Design Foundation

Remote

*User Research Bootcamp*

April 2022 - July 2022

- Successfully planned and executed a generative user research project that yielded a 10-min presentation reporting findings based on the aggregate qualitative data analysis and findings from the 10-week research project.
- Planned and conducted 4 remote usability tests on a financial education website geared toward women, including writing the research plan, study tasks and questions, participant recruitment and follow-up, session moderation, note-taking, data analysis, and reporting.
- Planned and conducted 3 remote semi-structured interviews, including writing the research plan, interview script and questions, participant recruitment and follow-up, session moderation, note-taking, data analysis, and reporting.

## PROJECT EXPERIENCE

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### LSE Careers - Community Engagement Program

London, United Kingdom

*Research Consultant (Pro Bono)*

Feb 2021 - March 2021

- Wrote a 4,000-word research report and a 10-minute presentation with a team of 7 researchers based on qualitative (stakeholder interviews, focus groups, desktop research) and quantitative (surveys) data analysis identifying current program gaps at selected universities and potential opportunities for the client's own program that was utilized as a basis for program development and securing funds for program development.
- Spearheaded the qualitative research across five universities, designing interview questions and focus group scripts based on stakeholder interviews and an adapted marketing focus group script template, as well as conducting outreach and participant recruitment across the five universities.
- Consulted with the assigned charity on their research objectives regarding the given project brief, their previous program design, and relevant stakeholders (charity CEO and project manager) to format recommendations that reflected their objectives based on research findings.

## WORK EXPERIENCE

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### The Wheel - UC Davis ATS Blog

Remote

*Guest Blogger*

2018 - 2020

- Pitched, planned, and executed at least 2 article ideas per month for The Wheel, a blog that provides a student's perspective on educational technology, resulting in approximately 4 articles per quarter.
- Ensured each article met the editorial team's requirements and was well cited through planning, coordinating, and conducting semi-structured interviews required for articles, including features and background research for informational articles.
- Owned desktop research on relevant topics to the blog's goal of informing staff while including the students' perspective by looking at similar blogs from other universities and academic articles written on the topic. Findings were presented as part of an article pitch.

### Molod, Spitz & DeSantis, P.C.

New York, New York

*Support Staff*

2019 - 2020

- Edited, finalized, and filed documents and letters for at least five cases per attorney (attending to 6+ attorneys) to be submitted to the court and sent to the opposing counsel.
- Maintained organization for 6+ attorneys by creating and updating the filing system daily based on documents needed per their request, tracking submission dates, and ensuring all documents met court requirements and attorney specifications.
- Analyzed, annotated, and summarized the salience of medical, employment, and workers' compensation records with 1000s of pages per defendant obtained through discovery demands for pertinent information that could prove useful for building a case to determine the timeline of medical history and disprove the claim.
- Managed accounts receivables under the direction of the law firm Controller by tracking all incoming and outgoing checks via multiple excel spreadsheets and distributed incoming and outgoing checks reaching upper limits of \$10,000+, invoices for both open and closed cases in collaboration with the Controller and Office Supervisor.

## SKILLS & INTERESTS

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**Skills:** User Research, Microsoft Suite, Google Suite, Qualitative Data Analysis, Remote Interviews, Ethnography, Usability Tests, Card Sorts, Persona Creation, User Journey Mapping

**Interests:** Recreational Boxing, Yoga, Pilates, Meditation, Travel