Harry Morgan

harrybmorgan2@gmail.com | 857-225-2744 | linkedin.com/in/harrybmorgan | Bedford, MA

Experienced mixed-methods UX researcher with expertise in B2B SaaS, IoT, and AI applications. Leverages creative problem-solving and communication skills to drive user-centered product innovation across all stages of the development lifecycle.

EXPERIENCE

Samsara, UX Researcher   **May 2023-Jan 2025**

- Executed foundational research for **video-based vehicle safety solution** through in-depth interviews, ethnographic fieldwork and data analytics; identified critical inefficiencies in dashboard video retrieval UX, reducing annual data storage costs by $100k+ and significantly streamlining user workflows.
- Owned end-to-end research for **AI-powered "Samsara Intelligence"** product suite, delivering actionable insights that helped design and eng team achieve alignment and build quickly, and unblocked $10M+ in prospective sales deals.
- Proactively identified research need to enhance **global navigation design and architecture**; during two-week sprint, gathered qual and quant feedback from 25 customers, enabling senior leadership to make data-driven decisions; IA restructuring drove significant NNACV, while increasing usability and discoverability of new features.
- Conducted in-depth interviews, focus groups and willingness-to-pay survey for **worker panic button and incident management platform** (incl. hardware, mobile app and dashboard UX), launching in FY26; led planning and execution for Alpha and Beta testing in collaboration with staff UX designer and product manager.
- Uncovered critical user needs for **custom reporting tool**, leading to new product workstream being greenlit in FY25; performed follow-up usability testing and survey to support Closed Beta, with general release estimated to generate $800M NNACV.
- Collaborated with Marketing, Product, Data Science, and Customer Success to identify and teach **tool selection and process development**; supported 100-person product org across 3 BUs by reviewing research plans, proposals, and insights; mentored 2 junior UX researchers; resulted in upskilling team and personal career growth and **promotion**.

Harvard University, UX Researcher   **May 2021-July 2022**

- Tested design prototypes with 15 users to support rebranding of **Harvard IT flagship website**, in partnership with UX designers and developers; adoption of new site improved by 10% and user satisfaction by 25% following implementation of UX research recommendations.
- Studied Google Workspace usage across Harvard population through 10 user interviews and Qualtrics survey; built understanding of users' expectations and behaviors among cross-functional stakeholders, leading to 15% reduction in annual subscription costs.

Harvard University, Lecturer in Ancient History   **Aug 2019-July 2022**

- Published 300-page **academic book** with Cambridge University Press based on extensive desk research; positively reviewed in leading publications, including *Times Literary Supplement* and *Music & Letters*; compiled qual data across 500+ sources and shared findings to audiences of 50+ researchers.
- Received Special Commendation for Remote Teaching, awarded to top 10% of professors across Harvard in recognition of exceptional mentorship.

SKILLS

Qualitative: User interviews, usability (evaluative) testing, ethnographic fieldwork, focus groups, diary studies, competitive analysis
Quantitative: Surveys, data analytics (SQL, R), UX benchmarking, card sorting, tree testing
Other: Presenting, collaboration, study design, heuristic evaluation, teaching, mentorship

TOOLS

Qualtrics, Figma, Google Suite, Dovetail, Mixpanel, Databricks, Maze, UserTesting.com

EDUCATION

Bentley University   **2021-2023**
MS Human Factors in Information Design

University of Oxford   **2015-2018**
DPhil (PhD) in Ancient History

University of Cambridge   **2011-2015**
MPhil and BA in Classics