

## Jaden Cowley

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### EDUCATION

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#### Texas Tech University (TTU)

*MA in Technical Communication*

Aug 2023 – April 2025

Lubbock, TX

- Cumulative GPA: 4.00.
- Relevant Coursework: User Experience Research and Design, Qualitative and Quantitative Research Methods, Web Design and Programming, Grant and Proposal Writing.

#### Brigham Young University (BYU)

*BA in English (Legal Studies emphasis)*

Jan 2016 – Apr 2020

Provo, UT

- Cumulative GPA: 3.85
- Relevant Coursework: Modern American Usage, Grammar of English, Writing Literary Criticism, Persuasive Writing, Writing with Style, Writing Tutorship Internship, Pre-Law Review Journal Writing, Legal Studies.

### RESEARCH INTERESTS

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My research explores the spread of mis- and disinformation in digital and institutional systems, focusing on transparency and accountability. Using interdisciplinary methods, I develop user-centered solutions that reveal biases, uncover hidden curriculums and empower marginalized communities to navigate complex information with confidence.

### RESEARCH EXPERIENCE

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#### The Homefront Group Consulting

*User Experience and Technical Communication Consultant*

Aug 2023 – Current

Austin, TX

- Lead user research initiatives, including interviews, surveys, and usability tests, to uncover user behaviors and needs for government projects.
- Apply User-Centered Design (UCD) principles to create and refine digital interfaces for nonprofit organizations, developing wireframes, prototypes, and user flows that boost usability and effectiveness.
- Collaborate with industry clients to optimize programs through qualitative and quantitative insights, driving improvements in user satisfaction.
- Design and conduct workshops to demonstrate the value of UCD and UXR, fostering adoption of user-first practices among clients.

#### Texas Tech University – User Experience (UX) Lab and Digital Media Office

*Student Learner, Researcher and Designer*

Aug 2023 – Current

Lubbock, TX

- Collaborate with professionals to define project goals, scope, and requirements, while learning the principles of streamlined design processes from coursework guided by professors in the UX Lab.
- Gain experience in leading cross-functional design teams and launching user-centered products through simulations and projects in class, which emphasizes increasing user engagement and enhancing product usability.
- Acquire skills in conducting user research, including interviews, surveys, and usability testing, to inform design decisions, resulting in reduced user friction and improved satisfaction, as demonstrated in final case studies.

#### University of Delaware

*Research and Technical Consultant (Project on Anthony N.B. Garvan)*

November 2024 – Current

Remote

- Collaborate with Dr. Deborah Andrews to document and preserve the legacy of Anthony N.B. Garvan, a pioneering scholar in American Civilization and Museum Studies.
- Provide editorial and design input for a Wikipedia entry, ensuring clarity, accuracy, and adherence to platform guidelines.
- Manage technical tasks related to the creation and publication of the Wikipedia page, including formatting, coding, and troubleshooting.

- Assist in organizing and interpreting research findings, including interviews and written comments from 44 former students, to inform the development of project deliverables.

## **PUBLICATION AND PRESENTATIONS**

**Research Proposal Presented at The Conference on College Composition and Communication** April 03, 2024  
*Author and Presenter* Spokane, WA

- Carried out tentative research concerning professionalization in the technical communication (“TC”) workspace.
- Analyzed training protocols of the American Management Association to model universal TC professionalization.
- Presented my proposal to a panel of professional qualitative researchers for feedback and endorsements.

## **TEACHING EXPERIENCE**

**Texas Tech University (TTU)** Aug 2023 – Current  
*Graduate Part-Time Instructor of First Year Writing (Engl. 1301-1302)* Lubbock, TX

- Create and deliver lesson plans, lectures, and assignments tailored to diverse student needs, fostering critical thinking and writing skills.
- Collaborate with faculty to design and refine curricula, integrating innovative assignments, assessment tools, and inclusive reading selections.
- Offer personalized guidance during office hours, mentoring students on writing techniques, course material, and academic progress.
- Enhance teaching practices through professional development, including attending conferences, participating in workshops, and engaging with research on pedagogy.

**Snyder High School** June 2020 – May 2023  
*Honors English II Instructor* Snyder, TX

- Contributed to a nine percent average increase in standardized testing scores per 10<sup>th</sup>-11<sup>th</sup> grade ELAR students between 2020-2022 through testing data analysis and pedagogical strategy implementation.
- Wrote, designed, and taught my own adapted curriculum across multiple technological platforms to maintain engagement and developed academic growth amongst students from various educational, linguistic, and socio-economic backgrounds.

## **VOLUNTEER EXPERIENCE AND LEADERSHIP**

**Society of Technical Communication (STC at TTU)** April 2024 – Current  
*Secretary* Lubbock, TX

- Organize and maintain detailed records of meeting minutes, agendas, and action items for executive board meetings.
- Coordinate communication between members and leadership, ensuring timely updates on events and organizational initiatives.
- Assist in planning and promoting society events, workshops, and networking opportunities.
- Manage membership databases and track member engagement to support recruitment and retention efforts.
- Facilitate clear, effective communication through email newsletters and social media channels.

**Graduate English Society (GES at TTU)** April 2024 – Current  
*Representative of Technical Communication and Rhetoric* Lubbock, TX

- Advocate for the interests of Technical Communication and Rhetoric students, fostering open communication with faculty and department leadership.
- Organize collaborative events and workshops to promote interdisciplinary networking and professional development among graduate students.
- Assist in coordinating the annual GES Conference, encouraging student research presentations and showcasing departmental work.
- Represent Technical Communication and Rhetoric perspectives in departmental committees, contributing to policy discussions and decision-making.

- Facilitate the distribution of resources and information to graduate students, enhancing academic and professional engagement within the department.

**East Lubbock Resident Owned Business Initiative (EL ROBI)**

*Secretary and Grant Writer*

Sep 2023 – Current  
Lubbock, TX

- Document board meeting minutes and contributed actionable insights to support organizational decision-making.
- Secure funding through well-crafted grant proposals, significantly increasing financial resources.
- Support EL ROBI's mission by empowering underprivileged communities through vocational training that led to meaningful employment opportunities.

**Church of Jesus Christ of Latter-Day Saints (LDS)**

*Full-Time Representative*

Sep 2013 – Sep 2015  
Charleston, WV (Region)

- Dedicated two full years to provide unpaid service and religious assistance to thousands of people from the Appalachian region.
- Led 24 volunteers in maximizing regional improvement through planning and teaching monthly trainings.
- Trained four brand new volunteers in developing communication, planning, and teaching skills over the course of 48 total weeks (12 weeks per individual trainee).

**HONORS AND AWARDS**

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**Texas Tech University (TTU)**

*MA in Technical Communication*

Aug 2023 – April 2025  
Lubbock, TX

- Recipient of full, merit-based university-funding for tuition.
- TTU National Honor Society Inductee.

**Brigham Young University (BYU)**

*BA in English*

Jan 2016 - Apr 2020  
Provo, UT

- Four-time Dean's List placement within the College of Humanities at BYU.
- Two-time academic scholarship recipient (university-funded).

**SKILLS**

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**Technical Skills:** Python, HTML, JavaScript, CSS, Figma, Adobe Creative Suite (InDesign, Photoshop, Illustrator), Microsoft 365, Google Workspace, SPSS (including Python integration), and AGILE methodologies.

**Certifications:** Google UX Certified, Certified Technical Writer, CITI Program Research Certified.

**Additional Skills:** Expertise in academic formatting styles (MLA, APA, Chicago), proficiency in American Sign Language, and leadership experience (Eagle Scout Award).

**REFERENCES**

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Available upon request.