

SAM BLOCH

USER EXPERIENCE | INFORMATION TECH

(248) 974-2775 | blochsam@msu.edu | www.sam-bloch.com

WORK EXPERIENCE

SEPTEMBER 2020 - PRESENT

GOOGLE

Analyst, Trust & Safety

- Review content that has been flagged by users or systems and escalated.
- Investigate and resolve complex issues regarding content within agreed-upon turnaround times and standards of quality.
- Handle user inquiries with empathy, timeliness, and quality.

JUNE 2020 - SEPTEMBER 2020

ROCK CENTRAL

Desktop Support Technician

More time with the Rock Family of Companies (previously w/ **Quicken Loans**)

- Worked closely with engineers to solve workflow issues and deploy computer policy changes which eliminated the need for over 100+ incident tickets submitted per year.
- Resolved customer problems on the subject of **PC hardware** and **software issues**.
- Partnered with the Microsoft Corporation to coach and judge over 30 Detroit high school and Wayne State University students in design and technical troubleshooting techniques.
- Achieved consistent top **#3 rankings** in weekly metrics, including number of team members assisted, number of incidents resolved, and customer satisfaction rankings.

SEPTEMBER 2018 - AUGUST 2020

THE CUBE

Lead User Experience Designer

- Worked with team to implement elegant experiences from complex functional specs, while building sites for publishing groups with **CSS** and **WordPress**.
- Conducted user research activities, including ethnographic observations, workflow analyses, and contextual inquiries that influence the design and implementation direction.
- Defined design documentation such as **wireframes**, storyboards, and user stories to communicate the design direction and intent to customers, developers, and other internal team members.

MAY 2018 - AUGUST 2019

QUICKEN LOANS

Information Technology Intern

- Designed in-house self-serve technology database and locker system using **HTML**, **CSS**, **PHP** and **MySQL**.
- Ensured security and performance, as well as troubleshooting issues.
- Investigated network issues which led to the solution of positive long-term network performance.
- Resolved user questions and issues in a fast-paced, high-pressure environment.

EDUCATION

AUGUST 2020 - PRESENT

UNIVERSITY OF MICHIGAN

Master of Science

Human-Computer Interaction

AUGUST 2016 - AUGUST 2020

MICHIGAN STATE UNIVERSITY

Bachelor of Arts

Experience Architecture

- Minor: Musical Theatre
- Academic Scholars Program
- Study Abroad, Israel 2016

LEADERSHIP

AUGUST 2017 - JULY 2020

SPARTAN SPEECH

Founder & President

- Hosts Michigan's largest competitive speech tournament.
- Coordinated and directed several high school tournaments as well as a national tournament.

AUGUST 2018 - MAY 2020

SPARTAN DISCORDS

Business Manager

- Managed the treasury, planned three sold-out concerts a year, and booked road trips all across the midwest.

SKILLS

- **User Experience Design**
- **Graphic Design**
 - Adobe Creative Suite
 - Wireframing
- **Web Development**
 - HTML | CSS | Javascript | PHP
 - Wordpress
- **Troubleshooting**
 - PC | Mac
 - WAN | LAN
- **Public Speaking | Communication**