

Nielsen Norman Group

UX Certificate


This **Certificate in User Experience** is awarded by Nielsen Norman Group, a world leader in UX design and research, to

Jacob Heflin

in recognition of completing **30 hours** or more of rigorous user experience training and passing the related exams. This status demonstrates a high level of dedication to UX education, and a strong commitment to the field of UX. The topics studied provide a solid foundation that rounds out personal, practical experience. This UX Certification (UXC# 1027889) was achieved on 8 December 2018 and updated on 17 June 2021 with additional training.

We also award the following Specialty designation in recognition of focused studies including 30 hours or more of coursework in these topic areas:

UX Management Specialty



Jakob Nielsen
Principal



Coursework Completed:

Lean UX and Agile
Facilitating UX Workshops
Measuring UX and ROI
Journey Mapping to Understand Customer Needs
Usability Testing

Emerging Patterns in Interface Design
Service Blueprinting
Discoveries: Building the Right Thing
New UX Managers
DesignOps: Scaling UX Design and User Research