

Nielsen **Norman** Group

a world leader in UX design and research, awards this

Certificate in User Experience

with Specialty recognition in **UX Management and UX Research**

to


Jacob Heflin

on 8 December 2018 in recognition of completing **30 hours** or more of rigorous user experience training, including 30 hours or more in each Specialty, 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. *Updated on 13 December 2021.*

COURSES PASSED:

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
Generating Big Ideas with Design Thinking
User Interviews

UXC# 1027889


Jakob Nielsen
Principal

