

Nielsen **Norman** Group

a world leader in UX design and research, awards this

Master Certificate in User Experience

with Specialty recognition in **Interaction Design, UX Management, and UX Research**

to

Jacob Heflin

on 18 February 2022 in recognition of completing **90 hours** or more of rigorous user experience training, including 30 hours or more in each Specialty, and passing the related exams. This status demonstrates an extremely high level of dedication to UX education, and a strong commitment to the field of UX. The depth of content and breadth of topics studied provide a solid foundation that rounds out personal, practical experience.

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
Designing Complex Apps for Specialized Domains
Application Design for Web and Desktop
Information Architecture


Jakob Nielsen
Principal

UXC# 1027889

