



WEEKLY WRITING JOURNAL: Week of Nov. 19th - Nov. 23rd, **2018**

Tasks

This week has been full of meeting deadlines. I have had to run quick tests and ensure everything is working properly while also reviewing user reports and assessing them accordingly. I've also had to perfect my skills on resolving issues with the "Oh Snap!" Software and actively communicating my challenges, misunderstandings, and concerns to the rest of the team.

Challenges

This week has been difficult to handle because we are launching new features to our focus group countries like New Zealand and/or Australia to use and promote new features. If these features gain popularity then they will be released to all of our users however, that didn't work out as we hoped because the features such as checking in on the map, did not gain as much traction as expected. Therefore, trying to find a balance between all of my tasks both at Snapchat and school has been an extreme challenge and also trying not to be discouraged by user response has been a challenge as well.

Outcomes and Growth

This week I've learned how to handle user feedback whether it's positive, negative or a mixture of both. At first, I was disappointed that our new features didn't work out as planned because we were excited about them. However, users actually gave us helpful feedback that I've learned to

incorporate into the process of redesigning features to fit users' needs since, the user is the most important part of testing and Quality Assurance.