

EXPERIENCE

West Monroe

Senior UX Researcher (March, 2023 - Present)

User Experience Researcher (May, 2021 - Feb, 2023)

Chicago, IL | May, 2021 - Present

- Planned and conducted 10+ user research projects using methods such as interview, card sorting, and diary study in an agile environment. Research results and recommendations informed business decisions, supported product implementation, and improved employee experience.
- Moderated 50+ evaluative research sessions and planned 100+ unmoderated user sessions to promote a user-focused strategy across the organization, resulting in improved software usability.
- Scoped out stakeholders' immediate research needs through heuristic evaluation and presented actionable insights to cross-functional teams, leading to the resolution of usability and accessibility issues.
- Developed and documented user research processes and templates to improve research operation efficiency by 27% and increase stakeholder engagement in research.
- Triaged incoming projects and assigned them to available staff, developed metrics to track team success, and reduced team meeting time by 50% in the absence of the UX Manager.
- Supervised an intern in 3 UX projects; provided guidance and feedback to a junior analyst through weekly reviews and regular check-ins.

Center for Accessibility and Inclusion Research (CAIR)

User Experience Researcher

Rochester, NY | Aug, 2019 - May, 2020

- Managed a research project on identifying strategies to make technology design activities accessible to blind/low vision individuals. Findings led to successful follow-up design workshop studies with blind participants.
- Created a research plan; recruited 18 blind/low-vision participants; conducted a questionnaire and over 25 hours of in-depth interviews; analyzed data and reported results to inform future research.

Wegmans Food Markets, Inc.

UX Researcher

Rochester, NY | Jan - May, 2019

- Evaluated the usability of Wegmans Meals 2GO, an online catering and delivery app, with representative users.
- Communicated actionable insights with the client, driving adoption of design recommendations in following sprints.
- Performed heuristic evaluation; developed a test plan; moderated 12 in-person usability testing sessions; analyzed data, identified usability issues, and presented findings to multiple teams across the organization.

EDUCATION

Rochester Institute of Technology

Rochester, NY

M.S. in Human-Computer Interaction

Carnegie Mellon University

Pittsburgh, PA

Completed coursework in computer science, design, and psychology

Guangdong University of

Foreign Studies

Guangzhou, CHINA

B.A. in Teaching Chinese as a Foreign Language

SKILLS

Research & Design

User Interview

Focus Group

Participatory Research

Survey

Heuristic Evaluation

Usability Testing

Card Sorting

Accessibility Research

Contextual Inquiry

Diary Studies

Qualitative Analysis

Persona Creation

Journey Mapping

Affinity Mapping

Competitive Analysis

Value Proposition

Prototyping

Tools

Figma, Miro, Qualtrics XM, Dovetail,

Recollective, Jira, Adobe Illustrator,

InDesign, After Effects

VOLUNTEER

Interaction Design Foundation - Chicago

Conducted user research geared towards building a community website.