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## Experience

### Zoom Information - UX Researcher

*April 2017 - present*

Evaluate product suite through user testing; conduct user research through structured interviews; incorporate findings into user experience design, product strategy and marketing strategy.

### musx - UX Research Intern

*September 2017 - present*

Planned and moderated UX studies for beta version of a music sharing platform. Monitored user behavior using Google Analytics. Analyzed data to make design recommendations and ideate interface design concepts with Lead Designer and CEO.

### Progress LLC - Freelance UX Researcher

*November 2016 - present*

Plan and moderate UX studies for clients in collaboration with the Research Director. Analyze data and report findings and recommendations via written briefs and client-facing presentations. Accounts include Polycom, Texas Department of Transportation, and Student Loan Hero.

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## Training

### The Heart of UX: Moderation Skills Series (Progress LLC)

*November 2016*

Participated in extended workshop series on moderation techniques for user evaluations. Topics included study plans, task writing and reflective listening.

### OpenStack - UX Research Menteeship

*July 2016 - September 2016*

Observed remote user interviews and usability evaluations on cloud operators and took notes on Etherpad with stakeholders.

### Nielsen Norman Group UX Certification Program

*February 2016*

Learned core heuristic principles of digital usability, best practices for web and mobile interaction design, iterative UX design strategies, and user evaluation techniques (UXC#1011941).

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## Education

### Tufts University - B.A. Political Science

*August 2015*

GPA: 3.41/4.00. Concentration in political theory and political anthropology. Postgraduate coursework in anthropological theory (Fall 2015). Summer internships on Capitol Hill (Office of Rep. Bill Keating in 2011) and with a non-governmental agency in Boston (International Institute for Justice and Development in 2012).

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## Main Tools

Sketch  
Omnigraffle  
Illustrator

SurveyMonkey  
Respondent.io  
OptimalSort

Google Analytics  
Zoom.us  
Excel