

## UX Experience

### **musx - UX Research Intern**

*August 2017 - present*

Plan and moderate UX studies for beta version of product. Analyze data to make design recommendations and ideate interface design concepts with Lead UX Designer and CEO. Monitor user behavior using Google Analytics in order to identify UX pain points.

### **Progress UX - UX Researcher (Independent Contractor)**

*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.

### **OpenStack - UX Research Mentee**

*July 2016 - September 2016*

Observed remote user interviews and usability evaluations on cloud operators and took notes on Etherpad with stakeholders. Discussed research design with the Lead UX Researcher and provided feedback on data analysis.

## Training

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

*November 2016*

Participated in extended workshop series on moderation techniques for user evaluations.

### **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).

## Education

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

*August 2015*

Internships on Capitol Hill (Office of Rep. Bill Keating) and with a non-governmental agency in Boston (InternationalInstitute for Justice and Development).

## Main Tools

Sketch  
Adobe XD  
OmniGraffle

SurveyMonkey  
Respondent.io  
Ethnio.io

Google Analytics  
Zoom.us  
G Suite