

PROFESSIONAL SUMMARY

I'm a UX researcher with over three years of experience supporting and scaling 100+ qualitative and quantitative studies across global product teams. I bring strategic research thinking and strong operational expertise, with a solid qualitative foundation and growing quantitative experience.

WORK EXPERIENCE

UX Researcher/Resource Database Curator Homage Senior Services, Everett, WA	Jan 2025 – Present
<ul style="list-style-type: none">I independently lead user research initiatives and use insights to improve communication and service workflows.Manage databases and perform data collection, analysis, and reporting to ensure data accuracy and reliability.	
UX Research Operations Specialist Cash App (via Pro Unlimited), Remote	Oct 2022 – Oct 2024
<ul style="list-style-type: none">Coordinated 50+ researches in a high-volume operations environment, multi-vendor logistics, and global project workflows.Leveraged SQL, snowflake, Jupyter to obtain statistical sampling to support projects.Expert in CMS and SaaS platforms for research operations, and tool management.Partnered with Legal to ensure compliance with PII, GDPR, and data privacy regulations.Created technical process documentation for research tools and workflows used by 20+ researchers and internal team.	
Graduate Assistant UW Medicine, Tacoma, WA	Jan 2022 – Sep 2022
<ul style="list-style-type: none">Designed and led usability studies to validate Cognitive Behavior Therapy (CBT) self-pace digital training platform that was designed to support family caregivers of individuals experiencing psychosis.	
UX Researcher/UX Research Operations UW Department of Education, Seattle, WA	Dec 2021 - Jun 2022
<ul style="list-style-type: none">Conducted interviews with K-12 teachers to understand lesson-planning behaviors and classroom preparation needs.Synthesized qualitative insights into actionable design recommendations, directly informing early product concepts and Figma prototypes for AI-generated lesson planning and classroom support tools.	

EDUCATION

University of Washington , M.S in Human Centered Design and Engineering (HCDE)	Sep 2020 - Jun 2022
Montclair State University , B.S in Information Technology	Sep 2014 - May 2017

SKILLS

- Languages: HTML, CSS, Javascript, Python, SQL, C, ROS, R
- Tools: Qualtrics, Google Sheets, Figma, Miro, Google Suites, Microsoft Office Suites, Power BI, Jira, Asana, Slack

CERTIFICATIONS

Data Mining & Predictive Analytics Essentials , UW Professional & Continuing Education	Issued Jan 2025
Data Visualization Essentials , UW Professional & Continuing Education	Issued Sep 2024
Information Storage and Management v3 certification	Issued Feb 2020