

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

- 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

- 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

- 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

- 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