

Professional Summary

UX professional with a background in Human-Centered Design and Engineering (HCDE) and experience in UX research operations. Driven by data and user empathy, I excel at turning complex findings into clear, actionable insights. Now seeking to grow into a UX Researcher role to deepen user understanding and inform strategic product decisions.

WORK EXPERIENCE

UX Research Operations Specialist | Cash App (via Pro Unlimited) , Remote

Oct 2022 – Oct 2024

- Managed 50+ end-to-end recruitments annually for quantitative, qualitative, and mixed-methods research by designing standardized intake workflows and coordinating logistics across 5+ global vendors.
- Supported researchers in developing screeners and analyzing participant data to improve recruitment targeting and study validity.
- Oversaw multiple projects concurrently, meeting 90% of deadlines through proactive timeline tracking and weekly stand-ups.
- Collaborated with 15+ researchers, stakeholders, and vendors to translate business needs into actionable research plans.
- Fluent in SQL and Snowflake for extracting data from internal databases based on research criteria.
- Administered online research tools, managed the research insights repository, and handled vendor relationships.

Graduate User Experience Assistant | UW Medicine, Tacoma, WA

Jan 2022 – Sep 2022

- Designed and led 8 usability studies to validate Cognitive Behavior Therapy (CBT) self-pace digital training platform that was designed to support family caregivers of individuals experiencing psychosis. Rapid iterated design process and created mid-fidelity and high-fidelity prototype; partnered with engineers to implement UI improvements.
- Co-author of “Co-Production of a Cognitive Behavioral Therapy Digital Training Platform for Families Impacted by Psychosis”.

Technical Support Engineer | Dell EMC, Seattle, WA

Jan 2019 – Jun 2020

- Dell certified to resolve hardware/software issues; closed 95% of cases within SLA, supporting 200+ enterprise clients via remote triage. Developed a triage playbook that cut average resolution time by 15%.

EDUCATION

University of Washington, M.S in Human Centered Design and Engineering

Jun 2022

Montclair State University, B.S in Information Technology

May 2017

Skills

- Research & Analysis: Qualtrics, UserTesting, Lookback, Dscout, Airtable, Google Sheets, SQL, Snowflake
- Design & Collaboration: Figma, Miro, Google Workspace
- AI & Productivity Tools: ChatGPT, Claude AI, Notion AI

Certificate

- Data Visualization Essentials, UW Professional & Continuing Education, Issued Sep 2024
- Data Analysis Essential, UW Professional & Continuing Education, Issued Jun 2024