

My detail-oriented nature combined with empathetic communication and strong relationship building skills make me a great fit for research operations management and fostering team collaboration. I thrive in creative work environments with dynamic challenges that allow me to grow. I am committed to the field of UX research to help companies embrace insights and create meaningful change.

### EXPERIENCE

#### User Interviews

Fully Remote  
October 2020 – Present

#### Research Operations Manager

- ❖ Managed our research panel CRM (Research Hub) by ensuring all participant data is updated consistently to streamline the process of participant recruitment across the research and product teams
- ❖ Evaluated and implemented the use of a research repository tool (EnjoyHQ) that best supports the needs of managing user insights for research and product teams
- ❖ Supported the research enablement program by building templates and guides on best practices for managing recruitment, data collection, and analysis to drive departments performing user research
- ❖ Partnered with cross-functional teams (UXR, PM, PMM, Analytics) to utilize all possible avenues of recruitment for efficient targeting of participant segments
- ❖ Built a repository taxonomy by analyzing the language of user insights across the company in order to make research findings searchable and measurable across the company
- ❖ Created sustainable operations processes to share user insights within our research repository, thereby driving data driven decision making across the company
- ❖ Conducted moderated and unmoderated studies, such as 1:1 interviews, diary studies, usability tests, and surveys
- ❖ Analyzed qualitative and quantitative data from moderated and unmoderated studies to discover usability issues to improve our product experience

#### Operations Team Lead

- ❖ Lead the Operations team by giving guidance or answering questions in our team Slack channels about research projects, client needs, and standard operations processes
- ❖ Managed feasibility requests submitted from Revenue team by pulling data from our database to determine our ability to fill recruitment needs of clients
- ❖ Assisted Operations Managers with creating, testing, and training of internal processes to reach quarterly goals and OKRs

#### Senior Project Coordinator

- ❖ Owned an average of 100-150 projects for our high value clients to meet recruitment needs and fill quotas
- ❖ Maintained an in-depth understanding of our product and operations processes to support the team and answer questions from fellow Project Coordinators
- ❖ Created a new process (DGPTA) to perform on hard to fill recruits that are consumer focused, which helped our team meet fill rate goals while balancing cost

#### MeasuringU

Denver, CO  
September 2018 – September 2020

#### UX Research Assistant

- ❖ Managed participant recruitment of multiple research projects concurrently, ranging from 10-300+ participants, to appropriately fill all client-desired sample quotas
- ❖ Provided guidance on tools and technical logistics to host moderated and unmoderated studies
- ❖ Established process for archiving, securing, and proper disposal of research data in accordance with GDPR

#### Sales, Marketing, and Operations Assistant

- ❖ Managed communication between clients, vendors, research team, participants, and leadership for efficient project management
- ❖ Established digital library of all research resources to streamline steps of building research studies on the team
- ❖ Organized the annual 3-day intensive Denver UX Measurement Boot Camp hosted by Jeff Sauro and the research team for 60+ attendees consisting of UX Researchers, vendors, and clients

### EDUCATION

**Indiana University**  
Bloomington, IN  
Graduated May 2014

#### BA International Studies

- ❖ Concentration: Culture and the Arts
- ❖ Minor: Spanish

### PUBLICATIONS

- ❖ [In-House vs. Agency Recruitment: 5 Reasons to Skip the User Research Recruiting Agencies](#)
- ❖ [The State of User Research 2022 Report: Highlights, Themes, and Takeaways](#)
- ❖ [Usability Testing Best Practices](#)
- ❖ [UXR Confidentiality Basics: How to Hide Participant Names in Zoom Recordings](#)

### SKILLS

Research operations, participant recruitment, UX research, project management, user insights management, taxonomies, panel management qualitative & quantitative data analysis

### TOOLS

Excel, Google Workspace, Mode, Census User Interviews (Recruit & Research Hub), EnjoyHQ, Vitality ZenDesk, Slack, Notion, Confluence Miro, Mural, Figma SurveyMonkey, Lookback, Zoom