

Emma Rogers

A UX researcher with over three years of experience, specializing in user-centered design, usability testing, and qualitative analysis. Adept at conducting in-depth user research to optimize product experiences and enhance design strategies.

CONTACT

 (987) 654-3210

 emma.rogers@example.com

 LinkedIn | Portfolio

 Seattle, WA

KEY SKILLS

- Data-driven decision making
- Interview moderation
- Qualitative research analysis
- Survey design
- Usability testing
- UX strategy development

PROFESSIONAL EXPERIENCE

USER EXPERIENCE RESEARCHER | TECHWISE SOLUTIONS, SEATTLE, WA
OCTOBER 2022 – PRESENT

- Conduct user interviews and usability testing to gather insights for a cloud-based project management platform, resulting in a 25% reduction in user-reported navigation issues
- Present detailed research findings to product management, UX, and engineering teams to drive improvements, achieving a 30% increase in feature adoption
- Develop and implement a research framework to standardize usability testing, increasing testing efficiency by 40%

UX RESEARCHER ASSISTANT | INNOVATE DYNAMICS, SEATTLE, WA
AUGUST 2021 – OCTOBER 2022

- Supported research initiatives for an AI-driven customer support platform by executing surveys and usability tests to understand user pain points
- Collaborated with the UX and content design teams to refine user flows and improve user onboarding, boosting retention rates by 18%
- Analyzed survey data and reported key insights to product stakeholders to inform feature development and prioritize user-requested enhancements

EDUCATION

- Bachelor of Arts (B.A.) in Psychology
University of Washington, Seattle, WA

CERTIFICATIONS

- UX Research and Design Professional Certificate - Coursera, August 2022
- Human-Computer Interaction (HCI) Certificate - Interaction Design Foundation, January 2021