

Christina Waldroupe-Ramirez

253-459-4651 | Christi.L.WR@gmail.com

Portfolio: christinawr.com | LinkedIn: www.linkedin.com/in/christinawr

Education

University of Washington

Seattle, WA — June, 2017

Master of Science in Information Management

Specializations: User Experience (UX), Information Architecture, Business Intelligence

Central Washington University

Ellensburg, WA — June, 2012

Master of Education in School Psychology

Focus: Behavioral Psychology

Pacific Lutheran University

Tacoma, WA — December, 2007

Bachelor of Science in Psychology

Focus: Social Psychology, Cognitive Psychology

Skills

Qualitative User Research
Quantitative User Research
Wireframing
Paper Prototyping
Low-fidelity Prototyping

High-fidelity Interactive Prototyping
User Centered Design
Service Design
Customer Experience
Information Architecture

Taxonomy Development
Ontology Development
Statistics
Business Intelligence

Tools

Design: Axure, Adobe Illustrator, Sketch, Tableau, MockPlus, Balsamiq, InVision, IDEO Method Cards

Research: SPSS, Excel, R

Information Architecture: Optimal Card Sort, PoolParty Taxonomy Management, PoolParty Ontology Management

Development: coursework in SQL, XML, HTML, CSS, Javascript, Python, R

Relevant Work Experience

IT Intern - IS Global Membership Solutions, SAP CRM, Costco Wholesale

Issaquah, WA — June, 2017 - Present

- Interviewed and conducted contextual inquiry (semi-structured observation and interview) of Membership desk employees' interaction with the CRM in Costco warehouse to determine common pain points
- Accomplishment: created wireframes in Balsamiq and LucidChart for the Search user interface in the CRM based on business needs, contextual inquiry, and interviews
- Accomplishment: organized a 450+ page wiki including the clean up and deletion of unnecessary, redundant and repeated pages; creating a simplified hierarchy and developing a taxonomic structure to refine the information repository for easy access to reference documents

UX Designer (Volunteer), Crux NW

Seattle, WA - May, 2017 - Present

- Interviewed stakeholders, created sketches, and then created low-fidelity wireframes in MockPlus in order to update website's navigation, home page, and service pages in WordPress based on company needs identified through interviews.

User Research Intern, uGen World

Kirkland, WA - December, 2016 - May, 2017

- Developed focus group, interview and survey questions for in-studio game play tests
- Conducted user interviews and focus groups after in-studio play tests to determine consumers' overall impression of video game after different iterations, consumers' referral likelihood, impressions of specific game functionalities, and to determine interest in different game release options
- Accomplishment: created structure to standardize and streamline user research process

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Assistant Data Analyst (Contract), Costco Wholesale

Issaquah, WA – December, 2016

- Compiled unstructured survey response data using Excel
- Coded survey data for further analysis and reporting

IT Intern - Collaboration Applications Team, Costco Wholesale

Issaquah, WA – June - September, 2016

- Conducted user interviews to aid in redesigning internally-used websites; conducted usability testing during redesign
- Created three user personas and use case scenarios for modernization project based on user interviews and observations
- Developed wireframes in Balsamiq for several high-level Enterprise projects
- Contributed to competitive analysis of competitor e-commerce websites for specific functionality being considered for addition to the Costco website and mobile app
- Accomplishment: Redesigned internally-used Google Sites to increase usage and visibility among Costco leadership

Records Management Intern, Environmental Protection Agency

Seattle, WA – April - June, 2016

- Developed records management workflows and process flows for records schedule determination using Lucidchart based on user interviews and usability testing
- Created interactive map data visualization

Industry Sponsored Projects

UX Designer and Researcher - Capstone Project

PitchBook Data, Project Sponsor

January, 2017 - June, 2017

- Planned, conducted and analyzed user research, including informational interviews, user testing, competitive analysis, domain research, persona analysis, and analysis of existing structures
- Designed new Basic Search page, Advanced Search page, and “Explore & Discover” data visualization page to encourage discovery of new companies in iterative process using Balsamiq, Axure and Tableau and conducting user testing

User Researcher and Data Visualization Designer - Business Intelligence Project

Brenthaven, Project Sponsor

October, 2016 - December, 2016

- Interviewed stakeholders to determine information and business intelligence needs
- Gathered and cleaned data from Brenthaven’s CRM and ERP in Netsuite
- Identified KPIs based on interview feedback and created data visualizations in Tableau, and recommendations for the company to better track the success of their salespeople

Other Experience

Four years of experience leading teams focusing on accessibility and Behavioral Psychology as a School Psychologist, about two years of experience in Psychology research assistant roles.

Activities

- Directed Research: [GAME Research Group](#), researching video game usability for individuals with mobility impairments