Bridget Fagan

UX Researcher and Designer

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Experience

UX Researcher, Minneapolis, MN — *Best Buy*

May 2019 – Present

- Led stakeholder kickoff sessions to align on research questions, assumptions, business goals, project timelines, and benchmarks.
- Iterated in 4 - 6 week agile cadences with designers, project managers, and developers to deliver experiences that met employees' needs.
- Applied a mix of qualitative and quantitative research methodologies (including in-person / remote interviews) to identify employee pain points.
- Delivered recommendations that helped lead to a 50-90% reduction in software task time and more successful product launches.

UX Researcher and Designer, remote — *Newsela*

Mar 2019 – Aug 2019

- Designed the interactive prototype and wireframes for the updated Newsela Educator Center which launched in August of 2019.
- Facilitated usability tests and interviews with teachers to iterate on design concepts for the Educator Center prototype.
- Collaborated remotely with the product team, content writers, and dev team to clarify scope, teach out research findings, and iterate on design.

UX Designer, remote — *Walama Restoration Project*

Nov 2018 – Mar 2019

- Interviewed users to discover pain points, challenges, and motivations around navigating Walama's website for non-profit habitat restoration.
- Created and designed a new information architecture structure for the site in collaboration with representatives from the Walama Restoration Project.
- Assisted with Wordpress troubleshooting and questions.

Educator and Curriculum Designer, remote — *Break Into English*

May 2017 – Mar 2019

- Re-evaluated curriculum design solutions for strengths, weaknesses, effectiveness, and student satisfaction.
- Identified students' language difficulties and goals in order to design tailored activities to help improve language acquisition.

Skills

UX Strategy
User Research + Data Synthesis
Wireframing + Prototyping
Usability Testing
HTML, CSS, JavaScript

Tools

UserTesting, UserZoom
Sketch, Figma
Adobe Photoshop
InVision, Marvel App
Google Analytics

Education

Northern Illinois University
B.A. | 2010

Designlab
UX Design Academy

EdX, Georgia Tech
Human-Computer Interaction
Professional Certificate

References

Polly Ng
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Maya Goklany
Outreach Coordinator
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