




Chris Kurien

 chrisakurien.com
 ckurien@umich.edu
 954-830-4488

EDUCATION

University of Michigan, School of Information

Master of Science in Information, *User Experience Research and Design*
Ann Arbor, MI | May 2021

University of Miami, Herbert School of Business

Bachelor of Science in Business Administration, *Business Technology & Accounting*
Cognates in *Business Analytics and Ethics in the Humanities*
Coral Gables, FL | May 2018

UX EXPERIENCE

Student UX Researcher - Autodesk

Ann Arbor, MI | January 2020 - Present

- Identify user pain points within Revit by conducting user interviews, comparative evaluations, heuristic evaluations, surveys, and usability tests

Student UX Researcher - A Financial Services Company

Ann Arbor, MI | August 2019 - December 2019

- Conducted background and ethnographic research for a Bank to identify the strengths and weaknesses of their entry level rotational program
- Provided multiple implementable solutions by analyzing the data collected from six interviews

Student UX Researcher & Designer - Voters Not Politicians

Ann Arbor, MI | August 2019 - December 2019

- Conducted usability testing and background research to identify what features are needed for a portal that citizens will use to submit documentation to Michigan's Independent Redistricting Committee
- Designed low-fidelity wireframes that prioritized features that would generate the highest level of citizen engagement

UX Researcher - University of Miami Alternative Breaks Program

Coral Gables, FL | March 2017 - April 2018

- Conducted interviews, background research, and surveys to identify areas of improvement within the program
- Utilized research findings to create a four-prong digital marketing campaign and to design and test a new website, both of which increased the number of applications received by over 40%

WORK EXPERIENCE

Customer Security Assurance Intern - Citrix Systems

Fort Lauderdale, FL | May 2017 - August 2017

- Implemented Loopio, a new RFI/RFP software that reduced the company's RFI/RFP response rate by over 30%

Business Intern - U.S. Securities and Exchange Commission

Miami, FL | May 2016 - August 2016

- Investigated suspended accountants, brokers, and lawyers for six SEC regional offices to ensure no commission mandates were violated

SKILLS

User Experience

UX Research

Contextual Inquiry, Interviewing, Affinity Mapping, Usability Testing, Competitive Analysis, Surveying, Persona Creation, Data Analysis, Data Manipulation, Business Analysis,

UX Design

Prototyping, Crazy 8's Brainstorming, Sketching, Wireframing, UI Design, Interaction Design, Participatory Design

Programs

Advanced

Figma, AdobeXD, Balsamiq, Procreate, Photoshop, Illustrator, InVision, Fluid UI, Trello, Excel, Visio, Lucid Chart, Miro

Intermediate

R, SQL, Python, Qualtrics, Tableau

Currently Learning

HTML, CSS, Wordpress, JavaScript

LEADERSHIP

Michigan Alternative Breaks

Project Scoper & Participant

Ann Arbor, MI | January 2020 - Present

- Work with organizations to narrow or broaden the scope of the projects students will be working on

Tunnel of Oppression

Program Co-Chair & Designer

Coral Gables, FL | March 2017 - May 2018

- Facilitated the creation of 8 exhibits to educate students about social justice issues like mental health, poverty, and racism

It's On Us - Miami

Student Ambassador & Graphic Designer

Coral Gables, FL | Dec 2016 - May 2018

- Designed a poster series that was displayed in residential colleges and offices around campus to raise awareness about sexual assault