

CRISHYASHI THAO

EXPERIENCE

User Experience Researcher

CLYMB Health

February 2018 – May 2018 | Berkeley, CA

- Provided user-centered recommendations to shape the development of a new version of the app.
- Conducted cognitive walkthroughs with experts to uncover design issues.
- Completed usability tests to identify usability concerns in the new app designs.
- Developed a survey to gather quantitative data on user behavior around symptom tracking. Surveyed 128 people.

Product Designer

BearBreak

August 2017 – December 2017 | Berkeley, CA

- Conducted user interviews to gain insights on current gaps in mental health services.
- Created personas detailing the needs and characteristics of users.
- Completed three iterations of prototypes involving sketches, cardboard mockups, and Adobe Illustrator. Gathered feedback through walkthroughs which resulted in a final design concept using Figma.

Patient Experience and Performance Improvement Intern

Contra Costa Regional Medical Center

May 2017 – August 2017 | Martinez, CA

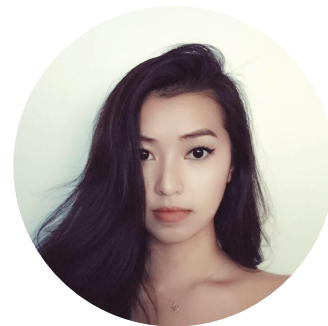
- Organized and facilitated a Co-Design session with pregnant women to improve prenatal services.
- Surveyed twenty-five mothers to assess breastfeeding education received for the Baby Friendly Initiative.
- Developed content for perinatal webpages on CCHHealth.org and the WIC breastfeeding website.

HIV Counselor, Research Assistant

San Francisco Department of Public Health

February 2014 – May 2016 | San Francisco, CA

- Piloted and developed a protocol for a home-based specimen collection for chlamydia.
- Performed HIV risk assessment, testing, and client centered counseling.
- Conducted retention and follow-up activities.
- Coordinated project meetings, conference calls, and trainings.



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San Francisco, CA

EDUCATION

University of California, Berkeley

Master of Public Health:

Health Policy & Management
May 2018

B.A. Interdisciplinary Studies:

Global Health and Poverty
December 2013

ACHIEVEMENTS

Gates Millennium Scholar

Dell Scholar

Health 2.0 Hackathon Award:
“Most Creative Idea”

TOOLS

HTML, CSS, Adobe Illustrator,
Adobe InDesign

SKILLS

Usability Testing, User Interviews, Observational Studies, Surveys, Prototyping, Co-Design, Storytelling, Personas, Focus Groups, Brainstorming, Workshop Facilitation, Card Sorting, Heuristic Evaluations