

Claire Surbeck

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I'm a product-focused professional with experience in software development, UX design, and research. I've been involved in different stages of the product development cycle and am committed to understanding problems to create simple, effective solutions. With a background in both design and engineering, I've had the opportunity to work across diverse teams and disciplines. I am passionate about identifying opportunities to make technology that works better for humans.

Work Experience

Expedia || Contract UX Designer & Researcher || January 2024 – May 2024

- Built a high-fidelity prototype based on Expedia's mobile app aimed at improving group travel planning
- Conducted in-person usability testing with 10 end users to identify features that needed refinement to improve click-through rate
- Collaborated with Expedia's UX team to execute 22-week lifecycle of iterative design, research, and testing.
- Analyzed primary user research to identify four major UX design recommendations that guided our functionality and interface proposals.

REI || Software Engineer Intern || June 2023 – September 2023

- Delivered back-end cross platform integration between marketing and studio workflow platforms that reduced manual maintenance by 50%
- Individually drove the project through a seven-stage software development lifecycle with mentorship
- Employed Apache Kafka, API configurations, and Jackson to build a data pipeline that autopopulated events between platforms
- Designed and implemented a database and corresponding processing classes to handle idempotent events and support data management

Education

UNIVERSITY OF WASHINGTON

Seattle, WA

Bachelor of Science; Human-Centered Design & Engineering, Minor; Data Science Oct 2020 – June 2024

- GPA: 3.44 || 4-year Division I Athlete; Women's Rowing
- Named to Pac12 2024 Spring Academic Honor Roll

Projects

xChange || May 2024 – June 2024

- Innovated a clothing exchange platform that differentiates from competitors with trading feature
- Conducted user research to road-map an end-to-end user experience that promoted safety and sustainability
- Built four prototypes, including 3D mockups, UI wireframes, and a video demo, to demonstrate usability

Languages & Skills

Technical: Python, Java, R, REST APIs, Figma, Adobe Creative Cloud

Methodologies: Agile Development, Field Studies, Interviews, Participatory Design, Prototyping, Surveys, Typography, Usability Testing

Conceptual: Data Analysis, Data Visualization, Design Thinking, HCI, Interaction Design, User Interface Design, UX Principles