Healy Dwyer

UX Researcher

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EXPERIENCE

UX Researcher - Honda R&D Americas

January 2022 - August 2022

- Analyzed raw data from over **300 data points** collected from **contextual inquiries**, **semi-structured interviews**, **diary study**, and **concept testing**
- Collaborated cross-functionally with stakeholders, design, and product management to develop research objectives and facilitate ideation from **70 participants** across multiple research methods
- **Led 10 user interviews** and development of screener, 5-day diary study, and 2 concept tests via dscout platform to **guide low and high-fidelity prototypes**

UX Researcher & Engineer - CSX Technology

July 2017 - August 2021

- Presented research leading to **$100k cost savings** for mechanical car team
- **Reduced billing errors by 80%** due to findings from **contextual inquiries** and **field observations**
- **Increased application adoption by 180+ locations** as a result of **think-aloud testing** and **top task analysis**

Sales Research Intern - Allscripts

July 2016 - June 2017

- Designed **custom survey reporting visualizations** in order to assist sales and demo teams
- Developed and deployed Salesforce workflows in order to allow management to **quickly visualize data** and complete tasks
- Led social media outreach for Allscripts internship program leading to a **60% increase in engagement**

University Ambassador - Florida State University

Jan 2015 - August 2017

- Presented a two-hour informational script while **leading campus tours** for prospective students & families of the university
- Selected as a Tour Trainer to mentor, evaluate, and assist new hires to **ensure consistency, high quality, and support** throughout training process
- Provided excellent **communication, customer service, and storytelling** while answering questions and providing an engaging tour experience and visit

EDUCATION

Carnegie Mellon University

Master of Human-Computer Interaction (MHCI)
August 2021 - August 2022

Florida State University

Bachelor of Science
Information Technology & Social Science
June 2013 - May 2017

SKILLS

Contextual Inquiry, Semi-Structured Interviews, Ethnographic Field Studies, Concept Testing, Prototyping, Usability Testing, Diary Studies, Heuristic Analysis, Jobs to be Done, Survey Design, Data Analysis, Participatory Design, Figma, Miro, dscout, Qualtrics, SurveyMonkey, Javascript, Python, CSS, HTML, Tableau, Remote User Research

AWARDS & INVOLVEMENT

- Zonta International **Women in Tech Scholarship**
- Adobe **Women in Tech Scholarship**
- **Founder** - Bike Duval
- **President** - Jacksonville Bicycle & Pedestrian Advisory Committee
- **Best Use of Design Thinking** - Hack FSU
- **Best Use of API** - Trail Hacks