RACHEL BERGSTEIN

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LinkedIn | Portfolio

KEY SKILLS

Empathy & sensitivity
Qualitative & quantitative research
Project management
Cross-functional collaboration
Critical thinking & analysis
Strategic planning
Problem solving
Communication & presentation

TRAINING

Introduction to Human-Centered
Design, IDEO, 2019

UX Boot Camp, Jan 2020;
Customer Journey Mapping, Feb
2020; Storytelling Skills, Dec 2019,
General Assembly

EDUCATION

MHS, Social Factors in Health
Johns Hopkins Bloomberg School
of Public Health
December 2015

BA, Peace & Justice Studies
University of Maryland-College Park
August 2009

TOOLS

Atlas.ti, Dedoose, Stata, SPSS,
Qualtrics, SurveyMonkey, Microsoft
Office Suite, G Suite

PRESENTATIONS

Project Pitch, MIT Hacking
Structural Racism in Healthcare,
Oct 2020.

"Good Samaritan and Drug
Induced Homicide Laws:
Contradictory Strategies for
Overdose Prevention?" American
Public Health Association Annual
Meeting, Nov 2017

"Becoming our own patient
advocates." TEDx Ben Gurion
University, May 2013

OTHER

Enjoys singing, home pickling, and
international travel.

OBJECTIVE

Building on a decade of advocacy for healthcare users, I'm looking to apply strong
skills in research, analytical problem solving, and project management to UX or design
research. I aim to develop empathetic, effective solutions to complex problems
through deep insight into user needs.

RELEVANT PROFESSIONAL EXPERIENCE

Research Analyst
Resilience Health, New York, NY
Sep 2020-Dec 2020 (Contract)
Improving pandemic safety by developing evidence-based operational guidance for
small- and medium-sized businesses. Collaborated with subject matter experts to
plan and scope report, evaluate, compile, and synthesize research evidence, and
summarize recommendations for clients.

Research Scientist, Behavior and Culture
LRN Corporation, New York, NY
May 2019-Jul 2020
Developed insights and recommendations for corporate compliance and ethical
culture through survey research and focus groups. Managed project cycle for multiple
client engagements. Collaborated with clients to design and administer online surveys,
analyze and visualize data, and present findings and recommendations.

Field Researcher
NYC Department of Health and Mental Hygiene, New York, NY
Jan-Jul 2018
Identified strategies for opioid overdose prevention through field interviews,
observation, and surveys. Iteratively developed and revised data collection tools as
project evolved. Prepared data and communicated findings to cross-sectoral
community stakeholders.

Data Analyst
Behavioral Health System Baltimore, Baltimore, MD
Jun 2016-Oct 2016, Mar 2017-Dec 2017 (Contract)
Produced formative and evaluative insights for opioid overdose prevention. Managed
all phases of research study including: design; development of data collection
instruments; data collection (user interviews and focus groups); and data analysis.
Presented findings to policy stakeholders.

Research Assistant
Johns Hopkins University School of Medicine, Baltimore, MD
May 2015-Dec 2015
Identified social determinants of adolescent sexual health risk through key informant
interviews. Analyzed data and presented findings to community stakeholder coalition.

Assistant Director of Development
Physicians for Human Rights Israel, Jaffa, ISRAEL
Sep 2011-Jul 2013
Promoted health rights by by managing organizational development across five
advocacy departments and two clinics. Designed impact indicators and data tracking
tools and oversaw data collection for program monitoring and evaluation.