MALENA HANSEN

User Experience Researcher | Designer | Information Architect

Cleveland OHIO

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experience

OnShift – Cleveland, OH

UX/UI Designer (Aug 2017 – Present)

Work within the agile methodology to define and implement the user experience (desktop + mobile) for the OnShift Engage project with a product manager, a product owner, developers, and QA analysts.

Create and present both low and hi-fidelity mockups, click-through prototypes, insight to information architecture decisions, lead and participate in all stages of formative and summative user research with current and potential customers for active products and proof of concept / in-development products.

Assist Mobile development team with hi-fidelity mockups based on user research and usage statistics.

Developed KPI and User Research Goal Tracking template for proof of concept and pilot program research.

QA Specialist (Aug 2017 – Jan 2018)

Testing new OnShift Employee Engagement product in new technology stack. Involved in pre-refinement meetings with Product Owner and UX Designer to bring testing focus to detailed product requirements. Ensured data integrity across integrations and focused on improving the user experience by improving quality of error messages

Established onboarding processes and QA test case peer review process to ensure cross-product knowledge across the testing team and better test cases.

Presented "Information Architecture as Testing Methodology" to QA team.

Tableau Software – Seattle, WA

QA Engineer (Oct 2012 – Oct 2015)

Lead concurrent testing efforts on platforms and projects, which included Salesforce, NetSuite, Google Search Appliance, Single Sign-On, Customer Forums, Systems and Data Integration, and Licensing Software. Responsible for planning and implementation of manual and automated testing,

Software

- Sketch
- InVision
- Google Analytics
- HotJar
- Treejack
- Chalkmark
- Visio
- Tableau
- Proto.io
- Axure RP
- Survey Monkey

Usability

- Card Sorting
- Moderated Usability Tests
- Unmoderated Usability Tests
- Directed User Interviews
- Ethnographic User Interviews

Analysis

- First Click
- Eye Tracking

Languages

- HTML
- CSS
- SQL
- Python

post-deployment validation, and reporting.

Performed functional, system integration, load, acceptance, and regression testing using exploratory methods and automated test cases.

Created a standardized test plan and designed easy to understand reporting dashboards to use in combination with JIRA defect tracking.
Used Python for API testing and to automate Salesforce.com test cases using Selenium WebDriver.

Regularly worked with Technical Project Managers to verify business and functional requirements. Co-wrote proposal for implementation of test-case management tool, including success/failure criteria. Lead evaluation of the tool.

Services & Training Operations Coordinator (Oct 2011 – Oct 2012)

As a promotion from Customer Service Representative, maintained Professional Service Organization focus and added responsibilities for review and verification of all incoming Training and Customer Conference registration orders confirming contract terms, contact and billing information, pricing, promotions, and purchase order terms and conditions.

Established a recurring meeting with Customer Solutions executive leadership to identify, triage, and resolve any delivery or revenue recognition issues. Coordinated system tie-outs and delivery timing/completion details for revenue recognition with Customer Solutions, Accounting, and Customer Service teams.

Developed and maintained process documentation for Professional Services, Training, and Customer Conference.

Customer Service Representative (Aug 2010 – Oct 2011)

Reviewed and processed all conforming software and Professional Services orders using SalesForce and NetSuite. Evaluated responded to customer phone and email inquiries, including vendor set-up and banking detail requests.

Developed Tableau Dashboard for Professional Services reporting.

education

Kent State University – Kent, OH | (May 2016 – expected May 2018 graduation)
Master of Science – Information Architecture and Knowledge Management, User Experience Design Concentration

Pacific Lutheran University – Tacoma, WA | (Sept 2001 – Dec 2004)
Bachelor of Arts in Religion, Minors in Biology, Math, and Norwegian