Malena Hansen

User Experience Designer and Information Architect with extensive Software Quality Assurance and customer service + support experience.

Cleveland OHIO
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EXPERIENCE

OnShift, Cleveland, OH — *UI/UX Designer*

AUGUST 2017 - PRESENT

Work with Product Owners to define the product's user experience, developers and quality assurance to ensure the user experience and interface match expectations.

OnShift, Cleveland, OH — *QA Specialist*

OCTOBER 2015 - JANUARY 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.

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

Tester for Integrations team testing new integrations and updates to existing 3rd party integrations to ensure data integrity. As part of testing, focused on improved user experience by improving quality of error messages.

Tableau Software, Seattle, WA — *QA Engineer*

OCTOBER 2012 - OCTOBER 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, 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

Advanced Skills / Software Experience

- Sketch

Intermediate Skills / Software Experience

- Hotjar
- Visio
- InVision
- HTML
- CSS

Usability Testing

- Card Sorting
- Moderated Usability Testing
- Unmoderated Usability Testing
- User Interviews

Testing Analysis

- First Click
- Eye Tracking

management tool, including success/failure criteria and lead evaluation of the tool.

Tableau Software, Seattle, WA — *Services & Training Operations Coordinator*

OCTOBER 2011 - OCTOBER 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.

Tableau Software, Seattle, WA — *Customer Service Representative*

AUGUST 2010 - OCTOBER 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 — *Master of Science*

MAY 2016 - Present, Expected May 2018 Graduation

Working toward Master of Science in Information Architecture and Knowledge Management, with a User Experience Design Concentration.

Pacific Lutheran University, Tacoma, WA — *Bachelor of Arts*

SEPTEMBER 2001 - DECEMBER 2004

Earned Bachelor of Arts in Religion, Minors in Biology, Math, and Norwegian.