

Kylie Wojciechowski

User Experience Researcher

Phone: (989) 450 0925

Email: kyliewojciechowski@gmail.com

Portfolio: kywoj.com

EXPERIENCE

Senior UX Researcher

CVS Health | June 2019 – Present

I conduct remote interviews and other research exercises with customers and patients to learn about their opinions, behaviors, beliefs, and preferences. I then document and synthesize what I learn and create reports to share recommendations with stakeholders to ensure that upcoming and in-progress design work is usable and useful for customers and patients.

Research Assistant

U-M School of Information | March 2019 – May 2020

In collaboration with three U-M professors, I conducted more than 20 ninety-minute interviews with LGBTQ+ people who had experienced pregnancy loss, analyzed and coded the transcripts, and contributed to academic articles about how we can better design technology to support marginalized people who experience pregnancy loss.

Behavioral Science Fellow

U-M Office of Academic Innovation | September 2018 – May 2019

I designed and conducted surveys, interviews, and usability studies focused on improving student-facing academic tools and then analyzed and communicated findings and recommendations to stakeholders.

UX Research & Design Intern

Dassault Systemes | May 2018 – August 2018

I contributed to brand UX specifications and guidelines, developed templates for task analysis, designed mixed-mode user surveys, and planned in-person and remote usability studies.

UX Research Intern

UM Office of Enrollment Management | October 2017 – May 2019

I interviewed stakeholders across the university to learn how data related to recruitment, applications, and student events were managed. I then synthesized what I learned and designed research artifacts to facilitate data-informed administrative decision-making.

Information Management Specialist

Dow Chemical | July 2016 – August 2017

I distilled 150+ complex work processes modules into instructional documentation sets in accordance with corporate and functional standards. I also collaborated with content owners and SMEs in cross-functional teams to develop, edit, test, and maintain periodic content updates to multi-tenant intranet sites.

EDUCATION

Master of Science, Information

Specialization: UX Research & Design
The University of Michigan (U-M), 2019

Bachelor of Arts, Technical Comm.

magna cum laude

Saginaw Valley State University, 2017
Outstanding Program Graduate

SKILLS & STRENGTHS

Research

Affinity diagramming
Card sorting
Competitive analysis
Contextual inquiry
Focus groups
Heuristic evaluation
Interaction mapping
Survey design
Task analysis
Tree testing
Usability testing
User stories & personas

Design

Interaction & experience design
Prototyping (high- & low-fidelity)
Storyboarding
Wireframing

Information Architecture

Content models
Journey maps
Navigation
Site maps
Taxonomy
User flows

Writing

Content strategy
Instructional documentation
Microcopy & UX writing
News reporting
Technical writing & editing

Programming

HTML5 & CSS3
JavaScript & TypeScript
PHP
Python 3
SQLite