

Ky Wojciechowski

UX Researcher

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EXPERIENCE

Senior UX Researcher

CVS Health | June 2019 – Present

- Articulate, scope, and prioritize research objectives for eight agile teams during Program Increment (PI) planning.
- Plan and conduct generative and evaluative qualitative studies, primarily user interviews and task-based usability tests, to help partners and stakeholders learn about current-state experiences and begin to strategize for future-state products in the product areas of MinuteClinic and HealthHUB.
- Develop departmental research processes and practices, especially regarding ResearchOps (tools) and inclusion and diversity.

Research Assistant

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

- Collaborated with three U-M professors to facilitate more than 20 ninety-minute interviews with LGBTQ+ people who had experienced pregnancy loss.
- Conducted thematic analysis and coded interview transcripts in Dedoose.
- Contributed to academic articles about how technology can better support marginalized people who experience pregnancy loss.

Behavioral Science Fellow

U-M Center for Academic Innovation | September 2018 – May 2019

- Designed and executed surveys, interviews, and usability studies of student tools in the Center's portfolio, including eCoach, Tandem and Sage.
- Analyzed and synthesized learnings and presented findings and actionable recommendations to design and development teams.

UX Research & Design Intern

Dassault Systèmes | May 2018 – August 2018

- 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

U-M Office of Enrollment Management | October 2017 – May 2019

- Interviewed stakeholders across the university and engaged them in participatory design activities to learn how data related to recruitment, applications, and student events were managed.
- Analyzed and synthesized learnings and presented findings and actionable recommendations to stakeholders to facilitate data-informed decisions regarding the adoption and implementation of CRM tools.

Information Management Specialist

The Dow Chemical Company | July 2016 – August 2017

- Distilled 150+ complex work process modules into clear, simple instructional documentation sets in accordance with corporate and functional standards.
- Collaborated with content owners and SMEs in cross-functional teams to develop, edit, test, and maintain content updates to multi-tenant intranet sites.
- Implemented a streamlined navigational structure for the Enterprise Data Management intranet site, reducing more than 75 redundant pages and improving efficiency of user tasks.

EDUCATION

Master of Science in Information

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

Bachelor of Arts in Professional & Technical Writing

magna cum laude

Saginaw Valley State University, 2017
Outstanding Program Graduate

SKILLS & STRENGTHS

Research

Execution Methods:

- Card sorts
- Competitive analyses
- Contextual inquiries
- Heuristic evaluations
- Surveys
- Task analyses
- Tree tests
- Usability tests
- User interviews
- Workshops

Synthesis Methods:

- Affinity diagrams
- Flow models
- Thematic analysis
- User personas and stories

Design

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

Writing

- Content strategy
- Instructional documentation
- Microcopy, UX writing
- News reporting
- Technical writing and editing

Programming

- HTML5, CSS3
- JavaScript, TypeScript
- PHP
- Python 3
- SQLite