MIKAELA NEAL

CONTACT

(936) 238 - 8848

mikaelaux@gmail.com

Houston, TX

linkedin.com/in/mikaela-neal/

EDUCATION

B. S. in Biomedical Science

Minor in Cognitive Studies

University of Colorado

Colorado Springs, CO / 2014-2018

GPA 3.75

Magna Cum Laude

SKILLS

Microsoft suite

Managing large data sets in Excel

User-focused solutions

User experience design

User research

Creativity and problem solving

Results oriented

Teamwork

Written + oral communication

Multitasking

Leadership

CAREER OBJECTIVE

Empathetic and detail-oriented user experience researcher striving to help stakeholders understand their users and develop engaging and desirable products

WORK EXPERIENCE

Customer Experience Analyst

Interaction Metrics / 2022 - Present / Remote / Part-time
- Manage, execute and analyze customer experience improvement methods (surveys, workshops, etc.) to provide recommendations to clients to improve their overall customer satisfaction.

Private Tutor

Wyzant / 2014 - Present / Remote / Part-time
- Work with children and parents to encourage success in students and helped to achieve higher grades and confidence as both a tutor and mentor

Professional Research Assistant

CU Anschutz / 2019 - 2021 / Denver, CO / Full-time
- Managed multiple NIH-funded research projects
- Presented work regularly at conferences
- Assisted in writing grants and publications

Student Research Assistant

CU Anschutz / 2017 - 2019 / Denver, CO / Part-time
- Assisted with NIH-funded research projects
- Presented work regularly at conferences

Sales Associate and Cashier

Cool Beads / 2016 - 2018 / Denver, CO / Part-time
- Assisted with management of supplies and inventory
- Provided a positive experience to customers as a cashier

CERTIFICATIONS

User Experience Design

CareerFoundry / August 2021 - Present / Remote
- Online program oriented towards teaching expertise in user-centric research and design principles and responsive web app design