

NICOLE ULGADO

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Education

University of Michigan, Ann Arbor, MI
MS, Health Informatics | Dec 2016

University of California, Irvine, Irvine, CA
BS, Public Health Sciences | Jun 2015

Relevant Coursework

Contextual Inquiry & User Needs Assessment
Behavior and Experience of Information Users
Consumer Health Informatics
Interaction Design & Graphic Design
Design of Complex Websites & Database App Design

Experience

- User Experience Researcher** | University of Michigan Health System, Ann Arbor, MI Jun 2016-Present
- Conducting qualitative user research using contextual inquiry methods and writing a literature review to design an electronic communication tool to improve pediatric care
- User Experience Design Intern** | Vizient, Irving, TX Jun 2016-Aug 2016
- Designed 2 interactive prototypes with 16 desktop screen mockups for 2 products: a quality measures EHR product and clinical database while working closely with a PM & development lead
 - Conducted 2 usability tests on a contract & pricing request application with 8 users and delivered a report with 24 recommendations after analyzing qualitative and quantitative feedback
- User Experience Consultant** | UM School of Information Design Clinic, Ann Arbor, MI Sep 2015-Apr 2016
- Ran 2 focus group sessions, designed wireframes and hi-fidelity mockups of both Android and iOS mobile interfaces for 2 local startups while collaborating with a team of student UX designers
- Project Coordinator Intern** | EMC Corporation, Irvine, CA May 2015-Jan 2016
- Designed and developed 2 SharePoint web apps through iterative design cycles and conducted 3 user interviews and 2 brief usability tests with stakeholders both in person and remotely
 - Built workflow automations with SharePoint Designer to track project management metrics for a team of 7+ project managers, update timecards and project costs, and push approval notifications
- Undergraduate Researcher** | UCI Department of Informatics, Irvine, CA Jun 2014-Sep 2015
- Designed task flow diagrams, 30+ wireframes, mockups, and graphics of a mHealth app for breast cancer survivors and was a UROP Fellow awardee for the UCI Women's Empowerment Initiative
 - Compiled quantitative data from over 60+ surveys, analyzed qualitative data from 3 focus group sessions, conducted a literature review, and analyzed app market statistics and trends
- User Experience Designer and Graphic Designer** | The Bulletin LLC, Irvine, CA Jun 2014-Oct 2014
- Designed wireframes, task flow diagrams, and hi-fidelity mockups of a mobile app aimed at optimizing task and assignment organization for college students while drafting logo designs
- Health IT, Diabetes Education Intern** | Hoag Hospital, Diabetes Center, Newport, CA Jun 2014-Aug 2014
- Created an Excel dashboard for data visualization of diabetes and pregnancy registry data and obtained training on NextGen Healthcare Information System while shadowing doctors

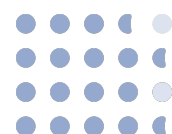
Skills

UX Methods

Affinity Diagramming
Competitive Evaluation
Contextual Inquiry
Personas & Scenarios
Rapid Prototyping
Survey Design
Usability Testing
Workflow/Info Modeling

Design

Photoshop/Illustrator
Axure RP
Sketch
InVision/Marvel



Languages

HTML/CSS
SQL
Python
C

