Sara Ingham

UX Researcher | Information Architect | Systems Analyst

📍 Seattle, WA
☎ (206) 225–4578
✉ sara.ingham@gmail.com
🌐 https://www.hyperrealia.online/
🔗 https://www.linkedin.com/in/sara-i-58a9025/

Summary

I'm a UX Researcher with deep experience in information architecture, taxonomy/ontology, and metadata modeling. I specialize in uncovering insights that improve the usability and governance of complex, data-rich systems—whether in financial services, enterprise platforms, or large-scale digital ecosystems. I've led end-to-end research for organizations like Adobe and Intel, bridging technical and business perspectives to help teams focus on what truly matters and act on it with the right evidence.

Professional Experience

Factor | Lead Information Architect & UX Researcher

2017–2025 – Remote/Seattle, WA

Clients: Adobe, Intel, Intuit, Workday, Zillow, Okta, Meta Reality Labs, Microsoft, Expedia

Projects focused on user research, taxonomy and metadata modeling, ontology development, and business process alignment.

- **UX Research**: Led numerous UX research studies, including contextual interviews, diary studies, card sorts, and usability tests, to inform navigation, IA, and product decisions

- **Semantic Modeling**: Designed metadata frameworks, taxonomies, and ontologies to support search, tagging, compliance, and content governance across multiple platforms.

- **Process Mapping**: Documented system requirements, system architectures, user flows, and process maps to support cross-functional product teams

- **Stakeholder Wrangling**: Facilitated stakeholder workshops to define requirements, align terminology, and co-create navigation structures in highly regulated or complex business environments.

[MilliporeSigma](#) (BioControl Systems) **| Technical Services Specialist**
2011–2018 – Bellevue, WA

- **Systems Integration Analysis:** Led business process analysis during major ERP implementation and company acquisition

- **Data Architecture:** Designed taxonomies for customer incident and equipment repair databases serving global operations

- **Process Optimization:** Created workflow diagrams and process maps improving cross-functional collaboration

- **Analytics & Reporting:** Developed Tableau dashboards analyzing customer support trends and operational metrics

[IEH Laboratories](#) | Microbiologist
2005–2010 – Lake Forest Park, WA

- **Bacteriology**: Used a variety of biochemical and molecular methods to isolate and identify bacteria

- **Information Management**: Managed LIMS database and sample workflow processes for pharmaceutical microbial identification services

- **Process Optimization**: Developed process documentation and training materials for complex laboratory workflows

---

Education

Certificate: User Experience, *School of Visual Concepts* (2017)
BA/BS: Molecular Biology & Cognitive Science, *The Evergreen State College* (2004)

Technical Skills

Information Architecture, Governance, & Systems Analysis

- Metadata governance and content lifecycle management
- Domain modeling and conceptual framework development
- Entity-relationship diagramming and data modeling
- System architecture documentation and analysis
- Process mapping and workflow analysis

- Requirements gathering and business analysis
- Taxonomy and ontology development

Research & Analysis Methods

- Contextual inquiry and ethnographic research
- Stakeholder interviews and requirements workshops
- Card sorting and tree testing for information hierarchies
- Usability testing and heuristic evaluation
- Journey mapping and service design
- Content auditing and gap analysis

Technical Tools & Platforms

- **Modeling & Diagramming:** Lucidchart, Visio, Miro, Draw.io
- **Data Analysis:** Python, R, SQL, Tableau, Excel, Airtable
- **Design & Prototyping:** Figma, Adobe Creative Suite
- **Database Design:** ER modeling, metadata schema design
- **Documentation:** Confluence, JIRA, technical writing
- **Semantic Modeling Standards**: RDF, SKOS, OWL, SPARQL
- **Taxonomy/Ontology Management Tools**: PoolParty, TopBraid, Synaptica, Protege

Communication & Visualization

- System architecture diagramming
- Process flow and swim lane documentation
- Data visualization and dashboard design
- Stakeholder presentation and workshop facilitation
- Technical documentation and requirements writing

Public Speaking

- **"Health Check: Auditing & Improving Metadata & Taxonomy Quality"** – *Presentation at* [*Taxonomy Bootcamp (2023)*](#)

- **"Observation To Insight: Interpreting Qualitative User Research For IA"** – *Presentation at* [*Taxonomy Bootcamp (2022)*](#)

- **"Beyond the Data: User Research for Complex Information Challenges"** – *Factor* [*Webinar (2019)*](#)