

# SURITA SPIGNER

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Seattle, WA

## Research • Management • Design • Strategy

5+ years' experience: research, management, project management

3+ years' experience: design, strategy

## EDUCATION

**University of Michigan** 2018 - 2020

Master of Science in Information (MS)

User Experience & Human Computer Interaction Program

GPA: 3.9

**University of Washington** 2014 - 2017

Bachelor of Science (BS): Biology, Minor: Chemistry

GPA: 3.6

UW Women in Science & Engineering Scholar 2014

2015 McCoy-Livingston Scholar, 21st Century Fellow

## SKILLS

### ✓ Research

UX Research Method, Scientific Research Method  
User Experience Research, User Research  
Qualitative Research, Quantitative Research  
Contextual Inquiry Interview, Remote Interview, Heatmaps  
User Testing, Usability Testing, A/B Testing, Preference Testing  
Survey Design & Administration  
Comparative Analysis, Competitive Analysis  
Persona Creation  
Heuristic Evaluation

### ✓ Management

Project Management  
Research Management  
Agile, Rapid-Ad Hoc  
Cross-disciplinary Team Coordination, Stakeholder Management

### ✓ Design

Responsive Design  
Mobile Design (iOS & Android), Web Design  
User Experience Design  
Visual Design, UI Design, Flat Design  
Accessibility (WCAG 2.1 Compliant)  
Information Architecture  
Interaction Design, User Flows, Voice Mapping Screen Mockup, Wireframe  
Rapid Prototyping, Paper Prototype, Low Fidelity Prototype  
High-Fidelity Prototype, Interactive Prototype  
Data Visualization

### ✓ Strategy

Process Documentation, Workflow Creation  
Process Improvement, Risk Identification  
Technical Writing, UX Writing, Content Writing, Scientific Writing  
Manual Creation, Training Facilitation, & Quality Assurance Protocol  
Presentation

## TOOLS

### Design

Miro  
Figma  
Sketch  
InDesign  
Lucidchart  
Adobe XD  
Adobe CC  
Adobe Illustrator  
Adobe Photoshop  
Adobe Creative Suite

### General

Slack  
Outlook  
Google Drive  
Google Docs  
Google Suite  
Microsoft Office  
Microsoft TEAMS Suite

### Research & Code

CSS  
HTML  
SPSS  
Nvivo  
HotJar  
Python  
Qualtrics  
Smartsheet  
Microsoft Excel  
Power Automate  
UserTesting.com

## EXPERIENCE

### Informatics Project Manager

**Washington State Department of Health** Jan 2021 - present  
Provided project management, consulting, and rapid ad-hoc support within DCHS. Managed projects and developed tools, strategies, and processes for PHOCIS and bodies of work tied to informatics and data exchange. Successes include my development of: an internal scheduling application for WDRS using Power Automate, the Data Exchange Decision Log; my management and support of: the Data Exchange Altarum Contractor Transition, the CREST User Access Management Improvement; my creation of: the Narrative & Visual workflows for Electronic Lab Reporting (ELR) (with over 250 steps & over 100 risks identified), the Informatics and Data Exchange onboarding materials, the PHOCIS project prioritization schema and process for intake, prioritization, and assignment of projects. Additional project responsibilities included management of scope, budget, timeline, risks, documentation, reporting, stakeholder communications, tracking, and problem-solving.

### Data & Outreach Coordinator

**Neighborhood House** July 2016 - September 2018  
Managed data entry and reporting for multiple King County public health & social services sites. Designed & wrote content for online and hard-copy promotional materials. Managed and evaluated public health campaigns. Created manuals and conducted staff trainings to inform database use, data reporting, and ensure quality assurance across multiple sites. Additional responsibilities included communication with media outlets, Research & Development for ad, social media, & website content, managing reporting for multiple medical & state databases (including SAMSHA/SPARS, Minerva, PEP-C, NHC, RHHT, NOMS, MIA), and administrative support at community health seminars.

### Undergraduate Researcher

**University of Washington** September 2016 - August 2017  
Utilized State Databases, Python, & Microsoft Excel to identify and correlate patterns against trends in marine populations. Designed microbiology experiment using standard microscopy, LIMs, titration, empirical method and chemistry to study the effects of antibiotics on growth and mortality.

### Research & Advocacy Board Chair

**North Seattle College** August 2012 - June 2014  
Supervised cross-disciplinary team of 6 paid staff to conduct inter-campus research. Developed, analyzed, and presented data from nation-wide surveys on behalf of North Seattle College and the Seattle Colleges.

## VOLUNTEER & ADVOCACY

### WA DOH Data Equity Action Team Member

**Washington State Department of Health** August 2021 - present  
Representative and member of action team, also member of STRIKE team for Race Data Reaggregation effort. Supported mission to facilitate and provide consideration through an equity lens, of the ways in which data is collected, analyzed, interpreted, and distributed for the agency.

### MESA STEM Tutor

**Seattle MESA** September 2016 - June 2017  
Volunteered as math & science tutor for low-income high school students through the Seattle Math Engineering and Science Achievement Program.

### Executive Board Member

**Global Visionaries** July 2010 - June 2012  
Worked to define mission and vision of the organization. Supported nurses in caring for disabled patients at Hermano Pedro Hospital, Antigua, Guatemala. Worked on construction team to build primary school and with reforestation team to clear debris for mountain farming.

## **CONSULTING**

### **UX Intern**

Evva Health Inc.

June 2020 - August 2020

#### **Product Feature Design & User Research**

Conducted research to determine product features. Created multiple comparative analyses to identify over 200 mobile application features. Administered user preference survey using Qualtrics. Created data visualization graphics for promotional & marketing use. Prototyped potential features using Adobe Creative Suite & Figma.

### **Graduate UX Research Consultant**

Moorestown Library

September 2019 - January 2020

#### **Community Profile & Services Evaluation**

Designed and implemented research to inform strategic planning. Interviewed community members and analyzed transcripts using Nvivo. Synthesized quantitative and qualitative data findings into a solutions report and community profile which informed the strategic plan, budgeting, and technology improvements.

### **Graduate UX Consultant**

NBC Universal

January 2019 - June 2019

#### **NBC-Skills Alexa Research**

As Lead UX Researcher, interviewed and surveyed millennial user-base to understand current brand perception and finance management motivations. Prototyped voice maps for finance management interactions and intuitive user experiences.

### **Graduate UX Design Consultant**

CNBC

January 2019 - June 2019

#### **CNBC iOS Application Redesign**

As Project Manager and Lead UX Researcher, conducted interviews and surveys prior to a comparative and heuristic evaluation. Led prototyping of revised UI, page architecture, and video display. Improved accessibility and gestures for videos and Live TV.

### **Graduate UX Consultant**

Floyd Inc.

September 2018 - January 2019

#### **FSS Inquiry & Evaluation**

As Project Manager, I led contextual inquiry interviews and heuristic evaluation of the e-commerce company's workflow. Recommended optimizations & best practices to improve collaboration on File Sync & Share System.