

# Surita Spigner

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## WORK EXPERIENCE

### Washington State Department of Health

Seattle, WA

*Informatics Project Manager*

January 2021 – Present

- Successfully managed over 30 technical & non-technical projects, delivering over 110+ deliverables to date. Projects include modeling, piloting, and establishing process and programmatic infrastructure including the agency's Epidemiological Response Team Program and Outbreak Response Coordination Surge Model.
- Created the first-ever comprehensive narrative and visual workflows for the agency's Electronic Lab Reporting process, mapping over 250+ steps mapped across 5 teams, identifying 80+ risks and solution recommendations, providing valuable improvement planning data to senior management.
- Managed contractor transitions for the Data Exchange Program, ensuring smooth transitions with zero data loss across 3 teams and 15 deliverables.
- Developed a seamless scheduling application for Washington Disease Reporting System employees using Power Automate, SharePoint, & Outlook, decreasing missed developer appointments by 100%.

### Evva Health

Atlanta, GA

*User Experience Intern*

June 2020 - August 2020

- Designed and executed research into industry competitors to determine and prototype 45 top highest valued product features according to users.
- Identified 200+ mobile application features for consideration using multi-matrix comparative analysis, disseminating a max-diff feature preference Qualtrics survey to rank the value of each feature to core users.
- Analyzed research data and prototyped interactive prototypes and data visualization graphics to senior management using Figma and Adobe Illustrator.

### Neighborhood House

Seattle, WA

*Data Specialist*

July 2017 - September 2018

*Outreach Coordinator*

July 2016 - July 2017

- Managed data reporting for 5 public health & social services sites in King County, created database guidance and facilitated training to ensure over 97% of quarterly, daily, and weekly reports were on time over 1.5 years.
- Ran and evaluated success of public health campaigns on Instagram, Facebook, and public transit, using cost benefit analyses to improve engagement and guide the design of digital and hard-copy promotional materials.
- Coordinated numerous outreach events and data collection efforts with community leaders in South Seattle.

### University of Washington

Seattle, WA

*Undergraduate Researcher*

September 2016 - August 2017

- Designed microbiology experiments using standard microscopy, LIMs, titration, empirical method and chemistry to study the effects of antibiotics on growth and mortality of starlet sea anemone.
- Utilized State Databases, Python, & Microsoft Excel to identify and correlate patterns against trends in marine populations at the UW's Atmospheric Sciences and Microbiology departments.

### North Seattle College

Seattle, WA

*Research & Advocacy Board Chair*

August 2012 - June 2014

- Supervised cross-disciplinary board of 6 paid staff to conduct research across 3 college campuses.
- Analyzed qualitative and quantitative data from multi-campus surveys & focus groups regarding educational resource affordability/accessibility, advocated on behalf of Seattle Colleges to WA's legislative assembly Reps.
- Improved diversity and representation of the student body by hiring a diverse board representative of the college's minority, vocational, veteran, and ESL student populations.

## CONSULTING & PROJECT EXPERIENCE

### Moorestown Library

Ann Arbor, MI

*Graduate UX Consultant*

September 2019 - January 2020

- Conducted research through interviews with community members, analyzing through interviews and surveys to create a comprehensive understanding of the needs of the population.
- Analyzed interview transcripts using NVivo, coding over 35+ nodes to quantify interview patterns & themes.
- Successfully synthesized quantitative and qualitative data findings into a 33 page solutions report with stepped improvement recommendations. Recommendations were used to align the board budgeting and strategic plans to community needs.

**NBC Universal***Graduate UX Consultant***Ann Arbor, MI***January 2019 - June 2019*

- Facilitated in-person interviews, surveys, and user testing with a millennial user-base to understand current brand perception of the “Make It” platform and finance management motivations.
- Prototyped voice maps for financial questions, demonstrating intuitive user experience flows for Alexa NBC-Skills App voice interaction scenarios.

**CNBC***Graduate UX Consultant***Ann Arbor, MI***January 2019 - June 2019*

- Spearheaded research to identify and recommend gesture and accessibility improvements for the iOS application by using a 3 level comparative matrix, interaction map to identify pain points, interviews and survey of 81 millennials to understand user expectations, and preference testing to identify gesture attempts.
- Re-designed page architecture, UI, and video display based on preference testing of hi-fi mockups.
- Demonstrated accessibility and gesture improvements for Markets and Live TV features using hi-fi mockups.

**Floyd Home***Graduate UX Consultant***Detroit, MI***September 2018 - January 2019*

- Led contextual inquiry interviews and heuristic evaluation, identifying pain points in company’s workflows.
- Recommended optimizations and best practices, improving collaboration and use of File Sync & Share System.

**EDUCATION****University of Michigan***MS in Information, User Experience & Human Computer Interaction (GPA: 3.9)***Ann Arbor, MI**

- Organizations/Awards: Info-Lab, Design Clinic, MECC Environmental Planning Partner

**University of Washington***BS in Biology, Minor in Chemistry (GPA: 3.6)***Seattle, WA**

- Organizations/Awards: 2014 Women in Science & Engineering (WiSE) Scholar, 2014 & 2015 McCoy-Livingston Scholar, 21st Century Fellow, Honors Student Council, Robinson Center Scholar

**TOOLS****| Design |** Miro, Figma, Sketch, InDesign, Lucidchart, Adobe Creative Cloud (Illustrator, Photoshop, XD)**| General |** Smartsheet, Slack, Outlook, Google Drive, Google Suite, Microsoft Office, Microsoft Teams Suite**| Research |** Qualtrics, SurveyMonkey, Microsoft Excel, Power Automate, CSS, HTML, GitHub, Nvivo, Python**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, Lean Six Sigma, Agile, Rapid-Ad Hoc, Waterfall, Cross Disciplinary Team Management, 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**LEADERSHIP & ADVOCACY****Washington State Department of Health***Data Equity Action Team Representative***Seattle, WA***August 2021 - present*

- Facilitated and provided considerations through an equity lens on racial data reaggregation efforts and guidance.
- Supported mission to improve equity in areas where data is collected, analyzed, interpreted and distributed.

**Seattle MESA***Volunteer Mentor and Tutor***Seattle, WA***September 2016 - June 2017*

- Mentored and tutored low-income students in math & science.

**Global Visionaries***Executive Board Member***Seattle, WA***July 2012 - June 2013*

- Facilitated deliberations on proposals on organizational mission, yearly financial goals, and strategic priorities.
- Volunteered in Antigua, Guatemala, supporting nurses in caring for patients with disabilities at Hermano Pedro Hospital, constructing a primary school, and clearing forest garbage and debris for local farmers.