SURITA SPIGNER

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Tools

- **UX Research |** Qualtrics | NVivo | Python | Microsoft Power Automate | Survey Monkey | Google Forms | Excel | Visio | Lucidchart | Microsoft Forms
- **UX Design |** Figma | Sketch | Adobe Creative Suite (Adobe Illustrator, Adobe XD, Adobe InDesign, Adobe Photoshop) | Canva | CSS | HTML | GitHub
- **Project Management |** Smartsheet | Microsoft SharePoint | Miro | Slack | Google Suite | Google Drive | Microsoft Teams Suite | Outlook

Skills

- **UX Research |** Mixed Method (Qualitative, Quantitative, User Research, Competitive, Scientific, Lean Six Sigma) | **Testing** (A/B, User, Usability, Preference) | **Interviewing** (Contextual Inquiry, Remote, Focus Group) | Survey | **Analysis** (Comparative, Competitive, Heuristic Evaluation, Affinity Diagram) | **Mapping** (Workflow Architecture, Mind Map, Interaction Map, Voice Map, Process) | Persona | Data Visualization
- **UX Design |** User Experience (UX) | User Interaction (UI) | Visual | Flat Icon | Accessible | **Multi-Platform** |Mobile (iOS & Android), Web,Voice,Smart Device | **Prototyping** (Interactive, Hi-Fi, Responsive Design, Animation, Gestures, Rapid, Paper, Low Fi, Wireframe, Mockup) | UX Writing | Instruction
- **Project Management |** Research Management | Change Management | Risk Management | Lean Six Sigma | Agile | Waterfall | Cross-Disciplinary

Professional Experience

Informatics Project Manager	**Washington State Department of Health**	*Seattle, WA*	**01/2021 - present**

- Led over 35+ technical and non-technical enterprise projects; delivering 110+ deliverables and maintaining a 100% project success rate by using advanced dashboards and tracking tools including **Smartsheet, Sharepoint, Microsoft Teams Suite**, and **Lean Six Sigma** management methodologies.
- Launched Washington State's groundbreaking emergency response infrastructure; developing emergency response programs such as the Epidemiology Response Program, Outbreak Response Coordination Program, Surge Support Pilot Program, and Project Prioritization Pipeline.
- Drove operational improvements for enterprise data systems, maximizing performance for 60 labs statewide. Identified over 100 efficiency risks & solutions, developed the agency's first-ever end-to-end visual & narrative workflows, and process-mapped hundreds of steps across 5 technical departments with **Visio**.
- Facilitated a $1M technical contractor transition with zero data loss. Developed a fully automated digital scheduling application for technical employees using **Power Automate**; slashing missed appointments to 2% and improving virtual work efficiency by integrating **SharePoint** & **Outlook**.

User Experience Intern	**Evva Health**	*Seattle, WA*	**06/2020 - 08/2020**

- **Multi Award-winning AI Driven Mobile Application:** Identified and prototyped 45 "highest user-valued features" using **Figma** & **Adobe Illustrator.**
- Advanced a minimum viable product into high-fidelity Android & iOs prototypes validated by user research (analyzing 1,200+ data points across 200+ features identified through multi-matrix comparative analysis in **Excel** and a max-diff user preference survey analysis and ranking through **Qualtrics**).

UX Researcher, Consultant	**Moorestown Library**	*Moorestown, NJ*	**09/2019 - 01/2020**

- Presented data-driven user experience improvement recommendations to board members, resulting in a 200K budget allocation to these areas.
- Designed and executed mixed-method user research to identify service improvement areas. Conducted user interviews, analyzed transcripts in **NVivo**, coded 350+ data nodes, and presented a cohesive community profile and solutions report to the board.

UX Researcher, Consultant	**NBC Universal**	*Ann Arbor, MI*	**01/2019 - 06/2019**

- **Alexa "NBC-Skills" Smart Application:** Prototyped and user-tested conversational AI workflows including 150+ voice interactions using **Miro**.
- Led a team of 4 UX researchers. Identified user interests, needs, and concerns regarding personal finance through personas, interviews, & **Qualtrics** surveys.

UX Designer, Consultant	**CNBC**	*Ann Arbor, MI*	**01/2019 - 06/2019**

- Enhanced gestures and accessibility for 5M+ CNBC iOs/Android app users by prototyping new Markets & Live TV UI using **Adobe Photoshop** & **Illustrator.**
- Drove UX Research for the Emerging Platforms Department, identifying gesture impulses and UI improvements through a 3-level comparative matrix in **Excel**, interaction maps with pain points using **Miro**, nearly 100 millennial surveys **Microsoft Forms**, and dozens of 1:1 user interviews and preference tests.

UX Researcher, Consultant	**Floyd Home**	*Detroit, MI*	**09/2018 - 12/2019**

- Optimized workplace efficiency for this start-up client by managing 5 cross-disciplinary UX research consultants in using contextual inquiry interviews, heuristic evaluation, and **Lucidchart** pain-point workflow mapping to inform best practices solutions for client's file sync & share use.

Data & Outreach Coordinator	**Neighborhood House**	*Seattle, WA*	**07/2016 - 09/2018**

- Supervised data reporting for 5 public health & social services sites in King County, increasing reporting performance and accuracy to 99% for weekly, quarterly, and yearly reporting. Created first-ever multi-database guidance materials using **Adobe Creative Suite** and ran all employee database training.
- Led city-wide data collection efforts and campaigns including the *Most Steer Clear* campaign, using **Instagram** & **Facebook** social media to maximize reach.

Researcher, Ugrd.	**University of Washington**	*Seattle, WA*	**09/2016 - 08/2017**

- Designed research protocols and conducted research experiments using the scientific method, **Python**, & **Excel** to mine and correlate biological data trends.

Research & Advocacy Board Chair	**North Seattle College**	*Seattle, WA*	**08/2012 - 06/2014**

- Supervised 6 paid researchers. Directed qualitative & quantitative research on 3 campuses using **Survey Monkey**, focus groups, and legislative advocacy.

Education

Master of Science in Information: User Experience & Human Computer Interaction	**University of Michigan**	*Ann Arbor, MI*

- Graduated with 3.9 GPA | Info-Lab Member | Design Clinic Member | MECC Environmental Planning Partner | Master Capstone: Family Traveler Smart TV & Mobile App

Bachelor of Science in Biology, Minor in Chemistry	**University of Washington**	*Seattle, WA*

- Graduated with 3.6 GPA | 2014 Women in Science & Engineering Scholar | 2x McCoy-Livingston Scholar | 21st Century Fellow | Honors Student Council | Robinson Scholar

Lean Six Sigma Black Belt Certification	**GLSS**	*Seattle, WA*

Projects & Advocacy

- **Lead UX Designer, Family Traveler Smart TV & Android/iOs App**: Designed all UI, prototyping voice maps & animations in **Adobe XD & Illustrator (2020)**
- **Amazon Buyer Behavior:** Created hi-fi mockups, solving for 4 cart abandonment user archetypes identified through lit. review and interaction maps **(2020)**
- **Data Equity Action Team Representative, Washington State Department of Health:** Contributed to race data guidance and advocated for equity **(2022)**
- **Mentor and Tutor, Seattle MESA:** Mentored and taught underrepresented, minority, and economically at-risk students in math and STEM **(2016-2017)**
- **Executive Board Member, Global Visionaries:** Led board mission and strategy definition. Guatemala Hospital & Reforestation volunteer **(2010-2012)**