

# SURITA SPIGNER



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## 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

Go Lean Six Sigma

Seattle, WA

## Tools

- UX Research** : Qualtrics | NVivo | Python | Power Automate | SurveyMonkey | Google Forms | Excel | Visio | Lucidchart
- UX Design** : Figma | Sketch | Adobe Creative Suite (Illustrator, XD, InDesign, Photoshop) | Canva | CSS | HTML | GitHub
- Project Management** : Smartsheet | SharePoint | Miro | Slack | Google Suite | 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) | **Interview** (Contextual Inquiry, Remote, Focus Group) | Survey | **Analysis** (Comparative, Competitive, Heuristic Evaluation, Affinity Diagram) | **Mapping** (Workflow Architecture, Mind Map, Interaction Map, Voice Map, Process, Risk) | Persona | Data Visualization
- UX Design** | User Experience (UX) | User Interaction (UI) | Visual | Flat Icon | Accessible | **Multi-Platform** (Mobile (iOS & Android), Web, Voice, Smart Device) | **Prototype** (Interactive, Hi Fi, Responsive, Gesture, Rapid, Paper, Low Fi, Wireframe, Mockup) | UX Writing | Instruction
- Project Management** | Research Management | Change Management | Risk Management | Lean Six Sigma | Agile | Waterfall | Cross-Disciplinary

## UX Research & UX Design Consulting

### UX Consultant

NBC Universal

Ann Arbor, MI

01/2019 - 06/2019

- Alexa NBC-Skills App**: Prototyped voice interactions for finance management. Led team of user researchers to illuminate millennial brand perception of the "Make It" platform and personal finance management needs using user interviews, surveys using **Qualtrics**, and user testing of voice interactions.

### UX Consultant

CNBC

Ann Arbor, MI

01/2019 - 06/2019

- Drove accessibility & gesture improvements for CNBC iOs app by re-designing UI & video for Markets and Live TV pages using **Photoshop** and **Illustrator**.
- Designed and conducted UX research for CNBC's Emerging Platforms dept., including 3-level comparative competitor matrix, interaction maps with pain points, nearly 100 millennial surveys, and 1:1 user interviews & preference tests to identify gesture impulses.

### UX Consultant

Floyd Home

Detroit, MI

09/2018 - 12/2019

- Project Manager and co-researcher on cross-disciplinary research team optimizing efficiency of start-up client by employing best practices for enterprise file sync & share system using contextual inquiry interviews, heuristic evaluation, & workflow maps to identify pain points using **Lucidchart**.

### UX Consultant

Moorestown Library

Moorestown, NJ

09/2019 - 01/2020

- Designed and conducted mixed-method user research resulting in nearly \$200K budget allocation improving technology resources, maintenance, and youth services. Interviewed community members, analyzed transcripts using **NVivo** coding over 350+ nodes, and delivered a community profile and solutions report.

## Additional Experience

### Informatics Project Manager

Washington State Department of Health

Seattle, WA

01/2021 - present

- Led 35+ technical & non-technical enterprise projects, delivering 110+ deliverables and maintaining a 100% success rate by creating advanced dashboard and tracking tools through **Smartsheet**, **Sharepoint**, **Microsoft Teams Suite** and **Lean Six Sigma** management methods.
- Managed development of state emergency response infrastructure for outbreaks, pandemics, and incidents. Developed programs including the Epidemiology Response Program, Outbreak Response Coordination Program, Surge Support Pilot Program, and Project Prioritization Pipeline Program.
- Drove operational improvement by identifying over 100+ efficiency risks & solutions. Developed the agency's first-ever end-to-end visual and narrative workflows for electronic lab reporting, validation, and routing using **Visio** to map over 250+ steps across 5 technical departments.
- Facilitated \$1M tech contractor transition with zero data loss. Developed a fully automated digital environment scheduling application for technical employees, decreasing missed appointments by 100%. Using integrated **Power Automate**, **SharePoint**, and **Outlook**.

### User Experience Intern

Evva Health

Seattle, WA

06/2020 - 08/2020

- Multi Award-winning mobile application**. Identified & prototyped 45 highest user-valued features using **Figma** and **Adobe Illustrator**.
- Advanced the minimum viable product into high-fidelity prototypes through high-fidelity prototyping and user research (1,200+ data points collected across 200+ feature multi-matrix comparative analysis using advanced **Excel**, max-diff user preference survey, and preference analysis using **Qualtrics**).

### Data & Outreach Coordinator

Neighborhood House

Seattle, WA

07/2016 - 09/2018

- Managed data reporting for 5 public health & social services sites in King County increasing reporting performance record to 98% from 66% for quarterly, weekly, and yearly reporting. Created first-ever multi-database guidance using **Adobe Creative Suite** and facilitated employee database training.
- Led city-wide data collection efforts and campaigns including the *Most Steer Clear* campaign, using social media to improve reach (**Instagram & Facebook**).

### Researcher (Ugrd.)

University of Washington

Seattle, WA

09/2016 - 08/2017

- Designed research protocols and conducted research experiments using the scientific methods and **Python** and **Excel** to correlate trends.

### Research & Advocacy Board Chair

North Seattle College

Seattle, WA

08/2012 - 06/2014

- Research & Advocacy Board Chair, North Seattle College: Supervised 6 paid staff. Improved hiring diversity through BIPOC, veteran, & ESL outreach.
- Managed qualitative & quantitative research across 3 college campuses using **SurveyMonkey**, **focus groups**, & direct advocacy to State Legislators.

## Volunteering

- Data Equity Action Team Representative**, Washington State Department of Health: Advocated for equity in racial data guidance (08/2021-12/2022)
- Mentor and Tutor**, Seattle MESA: Mentored and tutored underrepresented, minority, and economically at risk students in STEM (09/2016-06/2017)
- Executive Board Rep.**, Global Visionaries: Defined board mission & strategy. Hospital & reforestation volunteer in Antigua, Guatemala (07/2010-06/2012)