Elizabeth Brown
Design Researcher

Info
lizbrwn.com
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Education
University of Michigan
Human-Computer Interaction
M.S. HCI, 2020

University of Pittsburgh
Psychology, Africana Studies
B.S. Psych, 2014

Product Design Award
1st Place Make-a-thon 2019

Skills

Research
Qualitative Research
Quantitative Research
User Interviews
Contextual Inquiry
Usability Studies
Field Research
Questionnaire Design
Survey Research
Usability Testing
Accessibility Audits
Card sorting
Wireframing
Information Architecture
Design Thinking
Communication
Presentation

Technical
Usertesting.com
HTML5 & CSS
Python
SQLAlchemy
Google Analytics
Qualtrics

Work History

UX Researcher & Consultant
UMSI Design Consultancy – Part-time/Remote
September 2019 – August 2020

- Established the 1st user-centered consulting service at the University of Michigan for local entrepreneurs
- Helped clients win grant money, produce MVPs, redesign layouts, conduct user research, and practice design thinking
- Expanded client base from student entrepreneurs to professional entrepreneurs
- Grew consulting team by 50% due to increased demand

UX Research Intern
Monotype – Remote
June 2019 – August 2019

- Completed three revenue increasing projects to improve the UX of a multi-million-dollar product
- 1. **Discovery research** w/ users and stakeholders to surface behaviors, attitudes, and needs for new product features
- 2. **Accessibility audit** to measure and fix accessibility issues
- 3. **Service design workshop** to unify cross-functional teams and create a 2-yr product/service strategy map

Program Facilitator, UX Research
CUTGroup (a user testing program)
January 2019 – June 2020

- Developed and led a usability testing program that partnered with innovative government
- Directed a rotating group of user research assistants to test and ship usability updates across web, mobile, and voice apps

UX Researcher
Baby Bracket
August 2018 – December 2018

- Delivered an MVP iOS app after 6-month development sprint
- Conducted interviews, designed questionnaires, tested users
- Applied research insights to product development and design

Civil Service Specialist
City of Richmond
October 2016 – August 2018

- Worked with stakeholders at the City of Richmond to redesign their public housing procedures
- Redesigned service operated 25% more efficiently lowing the number of phone calls and emails the office received about housing procedures