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

Design Researcher
Artefact – Remote
June 2021 – Present

- Delivering research and strategy for clients and help them create human-centered experiences.
- Working with Fortune 500 clients in the healthcare, technology, and innovation industries.

UX Researcher
Shogun – Remote
August 2020 – June 2021

- Created the company's first Personas, by working cross-departments, interviewing 26 users, analyzing 1600+ data points. Impacted product roadmaps and development.
- Lead generative and evaluative research for three product design squads.

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

- Established the 1st entrepreneur-centered consulting service at the University of Michigan.
- Helped my clients win grant money, produce MVPs, redesign layouts, conduct user research, and practice design thinking.

UX Research Intern
Monotype – Remote
June 2019 – August 2019

- Conducted research for the world's oldest font company as it developed its first in-house software-as-a-service.
- Completed three research projects: service design workshop, generative study, and accessibility audit.

UX Research Lead
CUTGroup (a user testing program)
January 2019 – June 2020

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

Civil Service Designer
City of Richmond
October 2016 – August 2018

- Redesigned multiple systems and process to reduce the number of phone calls and emails the office received by 25%.