Adell "Natalie" Zdan
UX Researcher

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SUMMARY

I strive to keenly understand the problems facing users and to build user empathy across organizations in order to create intuitive, helpful, and scalable digital products.

RECENT PROJECTS

Android app
Spork
App that allows users to keep track of the restaurants they've visited and the dishes they've tried, and see statistical insights about their overall dining habits.

Web app
PrepHub
Cloud storage service designed to allow teachers to do prep work more efficiently.

RELEVANT EXPERIENCE

The First Church of Christ, Scientist
Customer Success Coordinator   *May 2019 - Present*
• Democratized user research through training sessions, best practice guides, consultation, and observation
• Conducted and analyzed user research for various agile product teams

Customer Service Associate, Language Services   *Nov 2018*
• Answer phone calls and emails in German and English
• Use different systems to find answers to customer questions

Chungdahm Learning, South Korea   *Jun 2017-Jul 2018*
Elementary Teacher, English as a Foreign Language
• Taught English to Korean students using smartboard tech
• Designed teaching materials and lesson plans

NEI Global Relocation   *Dec 2015 - Jun 2017*
QA Analyst
• Tested code before it was pushed to production
• Wrote SQL reports for operations team
• Analyzed company-wide entries in internal database application

EDUCATION

Bloc
User Experience Design Apprenticeship
2018-2019

Principia College
BA, Global Perspectives
2008-2012

UX RESEARCH TOOLBOX

Surveys	User stories
Usability testing	User flows
Discovery interviews	Sitemaps
Card sorting	Sketching
A/B testing	Wireframing
Personas	Prototyping

UX DESIGN PLATFORMS

Figma	Usability Hub
Sketch	Optimal Workshop
draw.io	Adobe XD
Invision	lookback.io
maze.design	Whimsical

WEB DEVELOPMENT

HTML	JavaScript
CSS	jQuery
Git | Github	WCAG 2.0

LANGUAGES

German (fluent)
Spanish (intermediate)
Korean (beginner)