




Adell “Natalie” Zdan

UX Researcher

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SUMMARY

I strive to keenly understand the problems facing users and build user empathy across organizations to develop 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 DESIGN SKILLS

User Surveys	Prototyping
User Interviews	Sitemaps
Personas	Branding
User Stories	Wireframing
User Flows	Mockups
Sketching	Usability Testing
Competitive Analysis	Typography
	Color Theory

UI DESIGN TOOLS

Figma	Usability Hub
Sketch	Optimal Sort
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)