Tracie M. Kreiss

User Experience Designer & Researcher

Experience

2019 - Present o

Design Researcher

Postmates, X

Co-designing Serve, an autonomous delivery robot

Conducting user research to inform design recommendations

Designing digital user experience (in-app and on-robot), piloting experience (on-web), and aspects of the hardware (i.e. cargo configuration)

Leading a team of 15+ operators, engineers, and designers in our delivery launch

2018

Quality Assurance Analyst

Uber

Validated the product quality requirements for the Uber Rewards Program

Worked with an international team to ensure a high quality brand experience

Conducted usability tests to ensure the functionality of the newly developed Rewards Program

2016 - 2018

Research Assistant

University of California, Santa Cruz

Completed a thesis on children's creative cognition – canidate for publication Coded and analyzed quantitative and qualitative data

Education

2020 HTML, CSS, & Web Design General Assembly User Experience Certified Nielson Norman Group

2018 B.A. Psychology UC Santa Cruz

Skills

Design

Figma, PhotoShop, Illustrator, After Effects, Blender, HTML, CSS

Research

Quantitative and qualitative research, user testing, data analysis

Languages

English, French

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