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| Alazandra Shorter  UX RESEARCHER | [**ashorter14@gmail.com**](mailto:ashorter14@gmail.comt)  **(301) 461-2477**  [**www.alazandra.com**](http://www.alazandra.com) |
| EXECUTIVE SUMMARY Professional UX Researcher with over six-years' experience in mixed methods research. WORK EXPERIENCEFJORD — *Service and Interaction Design Specialist*SEPTEMBER 2019 – PRESENT, *WASHINGTON, DC*  * Constructs research plans to answer open questions by determining the best research methods to utilize based on various constraints * Leads service design activities, including plans, designs, facilitates, and synthesizes client workshops, user interviews, and brainstorms * Communicates research findings, design rationale, and detailed designs effectively across different audiences verbally and visually * Mentors and trains teammates in the development and practice of UX research techniques, processes, and methods  FJORD — *Service and Interaction Design Senior Analyst*OCTOBER 2017 – SEPTEMBER 2019, *WASHINGTON, DC*  * Prepared materials and facilitate design activities for client-facing workshops, meetings, and customer/ stakeholder interviews * Synthesized feedback to generate actionable insights and provide clear and concise design and strategy recommendations * Created conceptual personas, mindsets, journey-maps, user flows, information architecture, wireframes, detailed visual mock-ups, and prototypes to communicate high-level design strategies * Appointed as a Fjord ambassador, to help plan studio and community events, workshops, and diversity initiatives  Community Brands — *Technical Business Analyst*JANUARY 2015 – OCTOBER 2017, *TYSONS, VA*  * Utilized business requirements and UX concepts to develop scenarios, use cases, and high-level system requirements for implementation * Designed wireframes, information architecture diagrams, and interactive prototypes to present to clients to gain consensus * Collaborated directly with developers to help implement designs  Human Computer Interaction Lab — *Design Partner*MAY 2014 – MAY 2017, *COLLEGE PARK, MD*  * Planned and facilitated intergenerational design sessions to solve client business needs and meet agreed-upon objectives * Analyzed design session results for themes and insights, translating the findings into actionable recommendations * Authored debrief reports for clients and contributed to 3 published academic papers that were accepted into conference proceedings | EDUCATION **University of Maryland**, College Park, MD  *Master of Science, Human–computer Interaction* AUGUST 2015 – MAY 2017 **University of Maryland**, College Park, MD  *Bachelor of Science, Computer Science* AUGUST 2010 – DECEMBER 2014SKILLS  * User Research * Interviews * Observation * Participatory Design * Data Visualization * Facilitation * Usability Testing * Storytelling * Collaboration * Adobe Tool Suite * Sketch * Axure * InVision * HTML * CSS JavaScript |