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| Alazandra ShorterUX RESEARCHER | **ashorter14@gmail.com****(301) 461-2477**[**www.alazandra.com**](http://www.alazandra.com) |
| EXECUTIVE SUMMARYProfessional 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
* CSSJavaScript
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