UX RESEARCHER

Chieni McCullough

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I am a qualitative researcher specializing in generative and evaluative research, with 20 years of accessibility experience in healthcare and education

WORK EXPERIENCE

Associate UX Researcher / Indeed.com

Nov 2022 — Present

- Collaborated with cross-functional team of stakeholders as part of Rapid Research Team to conduct generative and evaluative research studies for a wide variety of products throughout the organization, including a rebrand of the company
- Supported the ESG and Accessibility teams in research studies to improve job search experiences for individuals with disabilities
- Co-led Associate UX Researchers cohort to increase skills building for entry-level researchers

UX Researcher / ChildStrive Autism Center

Aug 2022 — Mar 2023

- Collaborated with cross-functional teams, including senior management, to build program processes to increase efficiency & operating revenue
- Designed qualitative and quantitative research to create standardized and sustainable system for client feedback
- Analyzed research data to deepen understanding of client experiences and provided actionable opportunities for service improvements

UX Researcher / Zeek Bar

Oct 2022 — Dec 2022

- Collaborated with CEO on research to produce actionable recommendations that contributed to successful investment fundraising round of $107K
- Designed and conducted user-centered generative research to discover market opportunities to improve product growth, which led to introduction of to a new flavor of the product
- Conducted research to influence product roadmap to expand into two new markets

UX Researcher / Uplift K12

Jun 2022 — Aug 2022

- Collaborated with CEO, UX designers, and developer to redesign of homepage to increase usability and accessibility
- Coordinated and conducted qualitative user research and usability testing to influence designs for online math education platform
- Improved usability of onboarding process for new users through redesigned homepage

SKILLS

Qualitative User Interviews
Data Synthesis & Analysis
Usability Testing
Heuristic Evaluation
Personas Creation
Journey Mapping
Information Architecture
Prototyping
Wireframing
User Flows
Interdisciplinary Teams
Agile Methodologies
Project Management

Tools

Usertesting
Dscout
Dovetail
Optimal Workshop
Figma
Maze
Miro
Reduct

EDUCATION

General Assembly
Feb 2022- Aug 2022
UX Design Certificate

University of Washington
Class of 2000
B.S. in Occupational Therapy

LANGUAGES

English
Mandarin Chinese