

# Kylie Wojciechowski

UX Researcher

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## EXPERIENCE

### UX Researcher

CVS Health | June 2019 – Present

I conduct remote interviews and other research activities with customers and patients to learn about their opinions, behaviors, beliefs, and preferences. I then document and synthesize what I learn and create reports and share recommendations with stakeholders to ensure that upcoming and in-progress design work is usable and useful for customers and patients.

### Research Assistant

UM School of Information | March 2019 – May 2020

In collaboration with three U-M professors, I conducted more than 20 ninety-minute interviews with LGBTQ+ people who had experienced pregnancy loss, analyzed and coded the transcripts, and contributed to academic articles about how we can better design technology to support marginalized people who experience pregnancy loss.

### Behavioral Science Fellow

UM Office of Academic Innovation | September 2018 – May 2019

I designed and conducted surveys, interviews, and usability studies focused on improving student-facing academic tools and then analyzed and communicated findings and recommendations to stakeholders.

### UX Research & Design Intern

Dassault Systemes | May 2018 – August 2018

Contributed to brand UX specifications and guidelines. Developed templates for task analysis. Designed mixed-mode user surveys. Planned in-person and remote usability studies.

### UX Research Intern

UM Office of Enrollment Management | October 2017 – May 2019

I interviewed stakeholders across the university to learn how data related to recruitment, applications, and student events were managed. I then synthesized what I learned and designed research artifacts to facilitate data-informed administrative decision-making.

### Information Management Specialist

Dow Chemical | July 2016 – August 2017

I distilled 150+ complex work processes modules into instructional documentation sets in accordance with corporate and functional standards. I also collaborated with content owners and SMEs in cross-functional teams to develop, edit, test, and maintain periodic content updates to multi-tenant intranet sites.

## EDUCATION

### Master of Science, Information

Specialization: UX Research & Design  
The University of Michigan (UM), 2019

### Bachelor of Arts, Technical Comm.

*magna cum laude*

Saginaw Valley State University, 2017  
Outstanding Program Graduate

## SKILLS & STRENGTHS

### Research

- Affinity diagramming
- Card sorting
- Competitive analysis
- Contextual inquiry
- Focus groups
- Heuristic evaluation
- Interaction mapping
- Survey design
- Task analysis
- Tree testing
- Usability testing
- User stories & personas

### Design

- Interaction & experience design
- Prototyping (high- & low-fidelity)
- Storyboarding
- Wireframing

### Information Architecture

- Content models
- Journey maps
- Navigation
- Site maps
- Taxonomy
- User flows

### Writing

- Content strategy
- Instructional documentation
- Microcopy & UX writing
- News reporting
- Technical writing & editing

### Programming

- HTML5 & CSS3
- JavaScript & TypeScript
- PHP
- Python 3
- SQLite