

# ALEXANDRA NGUYEN



## USER RESEARCHER

nguyen.alexandram@gmail.com | (678) 267 – 0416 | www.alexandramnguyen.com



## SELECTED EXPERIENCE

### Nuro.ai

📍 Remote

**User Researcher IV**, March 2022 – Present

- The primary researcher for the Operations Platform team, supporting four product teams, six designers, and seven primary product managers
- Optimizing operations by assessing current workflows and tools to define new scalable hardware/software products and experiences for our autonomous vehicles, robots, operators, fleet technicians
- Improving UXR team processes and acquiring new tools
- Traveling for research monthly

### Crunchbase

📍 San Francisco, CA

**User Researcher II**, March 2021 – March 2022

- Crafted 45 research reports that contributed to over 15 features/new products and product strategy
- User Research Guild Facilitator facilitating learning, development, and strategy for the User Research team (i.e. improving processes & collaboration, evaluating current & new tools, research templates, etc.)

**User Researcher I**, Jan 2020 – March 2021

- One of two User Researchers that supported multiple product teams to create a new GTM plan by working collaboratively across Product, Design, Engineering, Data Analytics, and Product Marketing
- Conducted foundational, evaluative, and validation research that primarily focused on the web search experience and new tools & features
- Shared actionable recommendations with team debriefs/presentations
- Created, defined, and refined the UXR processes from the ground up (i.e. maintained research operations, implemented Insights Library and Monthly Newsletters)

### Uber

📍 San Francisco, CA

**UX Research Intern**, May 2019 – Aug 2019

- Evaluated the Driver's App with cognitive walkthroughs and assessed service design challenges for the Immigrant Driver Experience with proctored field surveys and observations that supported in-app translation feature between drivers & riders
- Developed a Research Process Book to help researchers work with low-fluent or non-English speaking participants and promote Universal Design
- Collaborated with Localization, UX Writing, Legal, Data Analytics, Research Operations Teams, and external interpreters



## EDUCATION

### Georgia Institute of Technology

M.S. Human - Computer Interaction, Psychology & Human Factors Track  
Aug 2017 – Dec 2019



## SKILLS

Remote/In-Person Interviews  
Contextual Inquiry  
Ethnography  
Focus Groups  
Participatory Design  
Survey Design  
RITE Method  
Concept Testing  
Cognitive Walkthrough  
Heuristic Evaluation  
Task Analysis  
Literature Review



## ARTIFACTS

Affinity Mapping  
Journey Mapping  
Jobs-To-Be-Done  
Empathy Mapping  
Personas  
Storyboarding  
Data Visualization



## TOOLBOX

Respondent.io  
SurveyMonkey | Qualtrics  
UserTesting | UserZoom  
Invision | Figma  
Miro | Mural | FigJam  
Airtable  
Fullstory  
Periscope | Heap Analytics  
Tableau  
Descript | Grain.io  
Using Language Interpreters