

Stephanie Michelle Pratt

Washington, DC
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stephaniempratt.com

Experience

Lead User Experience (UX) Researcher, LiveSafe, Arlington, VA
January 2017 – June 2018

- Focused on problem space research to better understand our users in a B2B2C model
- Collaborated with stakeholders including product managers, marketing, designers, and support team members, to define research questions and plans
- Identified desired outcome of project to determine best research methodology including, but not limited to: ethnographic field studies, survey development, listening sessions, interviews, diary studies, usability testing, etc.
- Managed recruiting and incentivizing research participants
- Analyzed and disseminates research insights to stakeholders and organization in digestible formats
- Facilitated multi-disciplinary design thinking sessions to ideate solutions to problem identification from research
- Developed research process at LiveSafe

User Experience (UX) Designer, mHelpDesk, Fairfax, VA
January 2015 – January 2017

- Led user experience research and design efforts for mobile and web B2B SAAS applications
- Advocated for the users in company decisions
- Planned and conducted user research including user interviews, field studies, usability testing, information architecture, surveys, customer support channels, etc.
- Reviewed and analyzed web analytics to identify behavioral patterns
- Advised product managers on best UX practices
- Authored user stories and user requirements
- Iterated with UI designer for beautiful, usable interfaces
- Collaborated with developers to ensure a usable, functional product
- Facilitated multi-disciplinary design thinking and brainstorm sessions

Skills

Research planning and design
Survey design
Moderating research sessions
Remote and in-person research
Data analysis
Mentoring
Design thinking

Tools

Axure, Justinmind
UserTesting.com
Respondent,
UserInterviews
Morae, Silverback
Lookback
Balsamiq
Omnigraffle
Sketch
Invision, Marvel,
UXPin
R, SPSS
Google Analytics,
Pendo

Service

Venue Organizer,
Action Design DC,
2018 - Present

**Mentorship Program
Co-Chair**, UXPA DC,
2017 – Present

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User Experience Designer, GEICO, Chevy Chase, MD
June 2014 – January 2015

- Developed and conducted research with users including: unmoderated remote usability testing, interviews, card sorting, etc.
- Advocated for the user in design decisions
- Presented digestible research results
- Managed UX projects, including meeting deadlines, communication with vendors, and manages project team expectations

Human Factors Scientist, Aptima, Washington, DC
January 2014 – June 2014

- Advocated for user experience at Aptima
- Developed user research protocols and scripts
- Interviewed users to identify their needs to design a UI for software solutions
- Worked closely with Air Force, Marine Corps, Navy, and Army Research Labs

Associate Human Factors Scientist, Aptima, Washington, DC
January 2012 – January 2014

Graduate Research Assistant, GMU, Fairfax, VA
November 2010 – January 2012

Human Factors Intern, Aptima, Washington, DC
September 2010 – January 2012

Education

Master of Arts, Human Factors & Applied Cognition, 2012
George Mason University, Fairfax, VA

Bachelor of Arts, Psychology, Economics, 2009
Hollins University, Roanoke, VA

President, UXPA DC
Board, 2016 - 2017

Secretary, UXPA DC
Board, 2015 - 2015
UXpert, UXPA
UXperts Blog, 2014 - 2015

Peer Reviewer,
UXPA, Annually in
Spring, 2013-Present

Volunteer, UXPA DC
Chapter User Focus
Conference, 2012

Other Work

Yoga Teacher
Washington, DC
May 2016 – Present

Teaching yoga has helped me refine empathetic listening, improvisation, and time keeping skills.