

# STEPHANIE LOURAINÉ

## UX Designer and Researcher

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## WORK EXPERIENCE

### Senior User Experience Designer

*The Advisory Board Company • Austin, TX • August 2016-Present*

Lead design and research for multiple projects including business analytics tool for hospitals, and an integration with EMR software. Design and launch campaign for measuring UX metrics within product. Develop and lead classes on UX methods for UX and external teams. Onboard/mentor junior designers and participate in campus outreach. Establish professional relationship with business's consulting branch to bring UX practices into their workstream. Contribute to content strategy and customer response/outreach strategy for NPS program.

### Interaction Designer

*Abila • Austin, TX • August 2015-July 2016*

Redesigned complex reporting tool in 20-year-old nonprofit accounting system. Brought the tool from the desktop to the Web with updated information architecture, workflows, and visual design. Worked in internationally distributed Agile team. Conducted discovery research and usability testing. Designed and tested software for accessibility.

### User Researcher/Interaction Designer

*Tk20, Inc. • Austin, TX • June 2014-August 2015*

Led all user research activities across company's software portfolio. Supervised and mentored UX staff and an intern in research activities. Designed to improve system, and worked with international developers and QA staff to implement designs. Designed/tested software for accessibility, including testing with users with visual impairments.

### Design Researcher

*Indiana University • Bloomington, IN • June 2012-May 2014*

Created research tools and instruments, recruited participants, and conducted research for multiple projects in department of Human-Computer Interaction. Analyzed and reported on research data. Created digital and physical design concepts and prototypes. Compiled and analyzed extensive catalog of design exemplars (300+).

### Content Manager

*Indiana University • Bloomington, IN • August 2008-July 2012*

Wrote, edited, and delivered useful, usable, and timely content to users of Indiana University's Knowledge Base. Collaborated with subject matter experts to maintain accuracy of content. Classified and organized information to increase findability and usability. Maintained style guide for team of editors.

## SKILLS

### Design

Design specifications, journey mapping, personas, presentation, rapid prototyping, scenarios, site mapping, sketching, task flows, UX and technical copywriting, whiteboarding, wireframing, workshop facilitation

### Research

Card sorting, competitor analysis, contextual inquiry, expert/heuristic reviews, focus groups, interviews, rapid ethnography, report writing and presentation, surveys, tree testing, usability testing

### Tools

Adobe Creative Suite, Axure, Balsamiq, Confluence, Google Analytics, HTML/CSS, InVision, JIRA, Justinmind, Microsoft Office, Morae, Optimal Workshop, Sketch, SurveyGizmo, SurveyMonkey, UserTesting

## EDUCATION

### M.S. Human-Computer Interaction Design

*Indiana University, 2014*

### B.A. Linguistics, B.A. East Asian Languages and Cultures

*Indiana University, 2008*

## INTERESTS

Teaching and mentorship, lifelong learning, documentation, software accessibility, palindromes, famous Internet cats