

Elverda Wunderlich

User Experience Researcher

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📍 123 Aurora Lane, Anchorage, AK 99501

EDUCATION

Master of Science in User Experience Research at University of Alaska Anchorage, AK

Sep 2017 - May 2022

Relevant Coursework: User Experience Design, Usability Testing, Interaction Design, Information Architecture, Design Thinking, Human-Computer Interaction, User Interface Design, UX Research Methods, Web Accessibility, and Mobile UX Design.

LINKS

[linkedin.com/in/elverdawunderlich](https://www.linkedin.com/in/elverdawunderlich)

SKILLS

Ethnography

Usability Testing

Heuristic Evaluation

Card Sorting

Eye Tracking

A/B Testing

Contextual Inquiry

LANGUAGES

English

Portuguese

HOBBIES

PROFILE

User Experience Researcher with 1 year of experience in conducting qualitative and quantitative research to enhance user satisfaction and drive product improvement. Proficient in designing and executing usability tests, interviews, surveys, and data analysis. Adept at collaborating with cross-functional teams to translate user insights into actionable recommendations for product development. Passionate about creating seamless and engaging user experiences.

EMPLOYMENT HISTORY

● Senior User Experience Researcher at Alaska UX, AK

Mar 2023 - Present

- Led a team of 5 UX researchers in improving the usability of Alaska UX's mobile app, resulting in a 35% increase in user satisfaction and a 25% reduction in customer support calls related to app usage.
- Conducted extensive user testing and analysis for a major e-commerce client, identifying key pain points and providing actionable recommendations that led to a 45% increase in conversion rates and a 20% decrease in cart abandonment.
- Developed and implemented a comprehensive user experience research strategy for Alaska UX, leading to a 50% increase in research efficiency and a 30% improvement in overall product quality within two years.
- Collaborated with cross-functional teams to redesign the onboarding process for a popular travel booking platform, resulting in a 60% reduction in user drop-off during sign-up and a 40% increase in new user bookings.

● Junior User Experience Researcher at Arctic User Experience Research, AK

Aug 2022 - Jan 2023

- Conducted 50+ usability testing sessions, resulting in a 30% improvement in user satisfaction scores and a 20% reduction in support tickets for the company's flagship product.
- Successfully redesigned the onboarding process for a major mobile app, increasing user retention rates by 25% and decreasing churn rate by 15%.
- Led a team of 3 researchers in a comprehensive competitive analysis project, identifying key areas of opportunity that contributed to a 10% increase in market share within six months.
- Developed and implemented a new user feedback system, which led to the identification of over 100 actionable insights and a 35% increase in the overall Net Promoter Score (NPS).

CERTIFICATES

Certified User Experience Analyst (CXA)

Sep 2021

UX Certification from Nielsen Norman Group

Feb 2020