

Carmen Christopher, UX Student

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EXPERIENCE

UX Research Intern, Amazon

Seattle, WA

May 2024 – Aug 2024

Led qualitative research to discover, analyze, and report on the mobile photo upload experience.

- **Conducted four stakeholder interviews** with PMs and UX designers to understand their concerns and questions regarding photo and video uploads to the mobile app.
- **Wrote a comprehensive research plan** that included a project overview, prior research results, hypotheses, screener questions, and user interview questions to guide research.
- **Interviewed 10 users on dscout** to gather data on how to alleviate customer pain points, what customers understand about uploads, and the best way to get them to backup complete.
- **Analyzed and synthesized data** into a report and shared with my user research team, design team, product managers, and senior management.

UX Writer Intern, SoFi

Remote

Jun 2023 – Sep 2023

Wrote clear, concise copy to help delinquent personal loan members seamlessly sign up for financial assistance.

- **Developed a scalable content strategy** to streamline copy creation, resulting in efficient workflows and consistent, empathetic messaging.
- **Enhanced user experience through iterative copy refinements** based on feedback from 47 users, ensuring easy comprehension and seamless interactions.
- **Collaborated cross-functionally** with designers, researchers, managers, and business leads, aligning copy with business and OCC constraints, fostering cohesive communication.
- **Crafted a user-friendly end-to-end experience**, simplifying navigation and providing a guiding touch throughout the process.

EDUCATION

Master's of Arts in Web and User Experience

Lindenwood University

Aug 2023 – May 2025

UX UI Design Certificate of Completion

University of Texas at Austin

Feb 2022 – Sep 2022

Bachelor of Arts in English, Minor in Sociology

University of Missouri–Columbia

Aug 2013 – Dec 2017

SKILLS & ABILITIES

PROFESSIONAL: Qualitative user research, stakeholder interviews, user interviews, behavior analysis, user experience design, UI design, prototype design, UX writing, wireframing & prototyping, card sorting, heuristic evaluations, competitor analysis, collaboration, written & verbal communication skills

TECHNICAL: Figma, HTML, CSS, dscout, UserTesting, Miro, Jira, Slack, Teams, Lucidchart, Gsuite, Microsoft Office Suite