

Highly organised UX Researcher with an accessibility specialisation. Dedicated experience in Usability Testing with People with Disabilities. Advanced understanding of WCAG Success Criteria, and Assistive Technology (AT). Has performed accessibility audits on websites/apps. Team player and positive culture builder.

### Education

**Trusted Tester Certification**  
DHS (USA)  
AUG 2021

**UX Design Transform**  
Academy Xi  
JUL – SEP 2020

**Master of Music**  
(Distinction)  
DePaul University  
Chicago  
2015 - 2017

**Bachelor of Music**  
University of Melbourne  
2012 – 2014

### Skills

**UX Research**  
Usability Testing  
Remote testing  
In-person testing  
Facilitation  
Script Writing  
Note Taking  
Interviews  
Surveys  
Studies  
Data Analysis  
Reporting

**Accessibility**  
WCAG  
Assistive Technologies  
Disability awareness

**UX Design**  
Wireframing  
Prototyping  
Agile Methodology

### Experience

#### Digital Accessibility Consultant | [Intopia](#)

MAR 2021 - PRESENT (2 YEARS)

##### Clients

- During my time at Intopia I have enjoyed working with the following clients: **Australia Post, ANZ, Coles, Flybuys, Canva, Bunnings, Canteen and Cricket Australia, Stats NZ (New Zealand 2023 Census), ADHA (Australian Digital Health Agency) and AHRC (Australian Human Rights Commission).**

##### Usability Testing

- Facilitated usability testing sessions both remotely and in-person
- Worked with People with Disability and assistive technology users
- Analysed qualitative and quantitative findings
- Reported findings and made accessibility and design recommendations
- Recruited participants, including hard-to-reach demographics
- Leveraged expert knowledge of assistive technology
- [Read usability case study here](#) *Passcode: NZStudy*

##### Accessibility Specialisation

- Understanding of WCAG Success Criteria
- Audited websites and apps for accessibility issues using evaluation tools
- Made technical recommendations to improve product accessibility

##### Other skills

- Project planning and client communications
- Content writing and Social Media posting
- Trained team members in UX Research methodologies

#### UX RESEARCH & DESIGN | [Batyr](#)

SEP 2020

Designed mobile app to stimulate community resilience in remote communities

- Deep Dive into existing company research to find areas of opportunity
- Created new outreach strategy to extend clients reach to regional Australia
- Rapidly designed High Fidelity UX and UI components for new app
- Conducted 7 usability tests on prototype achieving satisfaction rating of 85%

#### UX RESEARCH & DESIGN | [Maslow](#)

AUG 2020

Improved user experience and accessibility for Spinal Cord Injury (SCI) lifestyle assistance app

- Researched and addressed unique accessibility needs of users with SCI
- Conducted 6 remote interviews and 19 usability testing sessions with users
- Designed new app interface including UX and UI deliverables
- Facilitated client meetings to present research and designs

#### PROJECT MANAGER | [University of Melbourne](#)

DEC 2017 – JUL 2020

Preparation and Delivery of University Courses and Programs

- Scoped out resources and negotiated requirements for course deliveries
- Researched and developed innovative solutions for internal stakeholders
- Empathised with students to understand their problems & provide solutions