Odalys Vantongeren

UX Researcher

Austin, TX · odalys.vantongeren@example.com · (512) 555-0186 · LinkedIn · Portfolio

SUMMARY

UX researcher with 5 years running mixed-methods research for B2B and consumer health products, from generative interviews to moderated usability tests and in-product surveys. Led the onboarding study that cut setup drop-off from 41% to 26%, and built a research repository used by 6 product squads to find past findings before starting new studies.

EXPERIENCE

UX Researcher — Lattimer Cloud

Austin, TX · Apr 2022 – Present

- Ran 24 moderated usability sessions on the admin onboarding flow, identifying 3 blocking steps; the redesign cut setup drop-off from 41% to 26% over the following quarter.
- Planned and led 30 generative interviews with IT admins at mid-market customers, producing the jobs-to-be-done map that shaped 2 roadmap themes for the following year.
- Built a tagged research repository in Dovetail with 140 studies and insights, which 6 product squads now search before requesting new research.
- Designed an in-product survey reaching 2,300 respondents that sized demand for SSO setup help, moving the feature up 2 quarters in planning.

Associate UX Researcher — Wellmere Health

Austin, TX · Jul 2020 – Mar 2022

- Ran a 3-week diary study with 18 patients managing chronic conditions, revealing medication-reminder fatigue that led the team to add snooze and quiet hours.
- Conducted 40 unmoderated tests in UserTesting on appointment booking, cutting booking errors flagged in support tickets by about a third after fixes shipped.
- Wrote recruitment screeners and handled consent and incentive payments for 120 participants under HIPAA-aware data handling rules.

SKILLS

Methods: Generative interviews, moderated and unmoderated usability testing, diary studies, card sorting, tree testing, survey design

Analysis: Affinity mapping, thematic coding, jobs-to-be-done, basic statistics (confidence intervals, chi-square), SUS scoring

Tools: Dovetail, UserTesting, Maze, Qualtrics, Optimal Workshop, Figma (prototype review), Amplitude

Research operations: Recruitment screeners, consent and incentives, repository tagging, stakeholder readouts

EDUCATION

M.S. Human Factors and Applied Cognition, George Mason University, 2020

B.A. Psychology, University of Texas at Austin, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.