



PAIGE NUZZOLILLO

USER EXPERIENCE (UX) RESEARCHER

WWW.PAIGENUZZOLILLO.COM

ABOUT

I am a UX researcher and anthropologist with experience in qualitative and quantitative methods. I am curious, empathetic and a natural problem solver. I'm looking to work on a team that values mentorship, collaboration, experimentation and ownership.

SKILLS

Discovery Research
Usability Testing
Project Management
Research Operations
Panel Management + Community Building
Recruitment
Marketing and Communications

METHODOLOGIES

Interviewing
Card Sorting
Surveys
Click Tests
Contextual Inquiry
Journey Mapping
Persona Building

TOOLS

Research + Ops: UserZoom, Qualtrics, TypeForm, Calendly, MailChimp, DeDoose, Otter, Camtasia, ClipChamp, Invision, Sketch
Project Management: JIRA, Azure DevOps, Monday.com, Todoist
Collaboration: Confluence, SharePoint, Trello, MS Teams, Slack, Miro
Web Builders: Wix, WordPress

EXPERIENCE

SENIOR UX RESEARCHER

Delta Dental of Washington | August 2018 - Present

- First and only UX Researcher, part of collaborative team building a new website for Delta Dental member companies
- Manage full research lifecycle and operations, ie. recruitment; research planning, execution and analysis; scheduling; incentivizing; panel management; research communications; presentation/delivery of results
- **Highlighted Project:** developed research strategy and led research ops and full lifecycle for 27 in-depth discovery interviews informing features of MVP broker portal

PRODUCT TRAINING LEAD/PROJECT MANAGER

BrikIt | October 2016 - April 2018

- Developed full 16-week platform training curriculum and program on software functionality, content strategy, information architecture & design principles with Founder/CEO
- Executed 16-week platform training with 2 clients, 8-week program with 3 clients and 16-week internal product training program for all BrikIt employees
- Provided JIRA system support (project administration, board administration and select admin duties) for internal team

ADDITIONAL ROLES

- Project Manager/Consultant (Microsoft, 2016), Junior Product Manager/QA Coordinator (Thrillist Media Group, 2015-2016), Digital Communications Coordinator (Juvenile Diabetes Research Foundation, 2014-2015), Marketing Assistant (Yelp, 2012-2014), Researcher (Institute for Community Research, 2008-2013)

EDUCATION

UNIVERSITY OF CONNECTICUT

Bachelor of Arts in Anthropology | 2006-2010

- Honors Program student, conducted primary research on female condom acceptability and availability for UConn Undergraduates, as form of prevention of STIs
- Community-Based, Participatory Action Research (PAR) internship at the Institute for Community Research, 2008 - 2011

ADDITIONAL TRAINING

- Mentorship with Nikki Anderson (UX Researcher, Consultant and Writer); School of Visual Concepts - Usability Testing, Visual Design for UX; Hexagon UX Mentorship Program; Scrum Master training; Agile Development with JIRA (ACP-300) certified; General Assembly Front-End Web Development program