



# PAIGE NUZZOLILLO

## USER EXPERIENCE RESEARCHER

WWW.PAIGENUZZOLILLO.COM

### ABOUT

I am a Seattle-based, mission-driven UX researcher and anthropologist with experience in the health care industry. I am curious, empathetic and a natural problem solver. I'm looking to work on a team that values feedback, 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  
Tree Testing

### TOOLS

**Research + Ops:** UserZoom, Qualtrics, TypeForm, Calendly, MailChimp, DeDoose, Atlas.ti, 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

#### UX RESEARCHER

**Delta Dental of Washington | August 2018 - Present | Seattle**

- First and only UX Researcher, part of collaborative team building a new website for Delta Dental member companies
- Responsible for generative and evaluative research for 4 customer groups: members, brokers, employers, providers for 4 distinct portals
- Manage full research lifecycle and operations, ie. recruitment, research communications, research planning and execution, scheduling, data collection, incentivizing, analysis, panel management, delivery of findings
- Lead design thinking activities with stakeholders, UserZoom vendor management and research program tool evaluation
- Engage Product Management team in collaborative research activities
- Improve research program processes with new Customer Insights team, helped hire a new Research Coordinator and quantitative Analyst

#### PRODUCT TRAINING LEAD/PROJECT MANAGER

**Briket | October 2016 - April 2018 | Seattle**

- Developed full 16-week platform training curriculum and program focused on UX, information architecture, design principles, content strategy 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 Briket employees
- Provided JIRA system support (project administration, board administration and select admin duties) for internal team

#### ADDITIONAL ROLES

- Project Manager/Consultant (Microsoft, 2016, Seattle), Junior Product Manager/QA Coordinator (Thrillist Media Group, 2015-2016, NYC), Digital Communications Coordinator (Juvenile Diabetes Research Foundation, 2014-2015, NYC), Marketing Assistant (Yelp, 2012-2014, CT/NYC), Researcher (Institute for Community Research, 2011-2013, CT), English Teacher (Spanish Ministry of Education; 2010-2011; Asturias, Spain)

### 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; ongoing UX Research consultation with Fred Hutch developers/PMs within Immune Space team; Doing Evidence-Based Analysis: Grounded Theory for UX Researchers training with Culture of Health Tech Consulting