




Adell “Natalie” Zdan

UX Researcher

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SUMMARY

I strive to keenly understand the problems facing users and to build user empathy across organizations in order to create intuitive, helpful, and scalable digital solutions.

RELEVANT EXPERIENCE

The First Church of Christ, Scientist

UX Research and Testing Specialist *May 2019 - Present*

- Conducted and analyzed user research for various agile product teams
- Democratized user research through training sessions, best practice guides, consultation, and observation

Customer Service Associate, Language Services *Nov 2018*

- Answer phone calls and emails in German and English
- Use different systems to find answers to customer questions

Chungdahm Learning, South Korea *Jun 2017-Jul 2018*

Elementary Teacher, English as a Foreign Language

- Taught English to Korean students using smartboard tech
- Designed teaching materials and lesson plans

NEI Global Relocation *Dec 2015 - Jun 2017*

QA Analyst

- Tested code before it was pushed to production
- Wrote SQL reports for operations team
- Analyzed company-wide entries in internal database application

PROJECTS

Android app

Spork

App that allows users to keep track of the restaurants they've visited and the dishes they've tried, and see statistical insights about their overall dining habits.

Web app

PrepHub

Cloud storage service designed to allow teachers to do prep work more efficiently.

EDUCATION

Bloc

User Experience Design Apprenticeship

July 2018 - April 2019

Principia College

BA, Global Perspectives

2008-2012

UX RESEARCH METHODS

Surveys	User stories
Usability testing	User flows
Discovery interviews	Sitemaps
Card sorting	Wireframing
A/B testing	Prototyping
Personas	

UX TOOLS

userinterviews.com	Invision
Airtable	Usability Hub
Figma	Optimal Workshop
Adobe XD	Lookback
draw.io	maze.design

WEB DEVELOPMENT

HTML	JavaScript
CSS	jQuery
Git Github	WCAG 2.0

LANGUAGES

German (fluent)
Spanish (intermediate)
Korean (beginner)