

stefanie viktorija wolcott, m.p.s.

user experience researcher & designer

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about me

Hello, I'm Stefanie, a UX Researcher/Designer with an intense passion for technology and creating meaningful experiences through research. By combining my creative thinking with informed decision making, I strive to balance business and user needs to bring the most value to my designs and help both sides win.

education

maryland institute

college of art

2018 - 2020

M.P.S. UX Design

desales university

2012 - 2016

B.A. International Business

B.S. Marketing

Summa Cum Laude

skills

exploratory user research
concept user research
usability user research
competitive analysis
UX audits
product design
client workshops
information architecture
user flows
journey mapping
rapid sketching & ideation
wireframing
prototyping

tools

Adobe XD, Figma, Sketch,
InVision, Balsamiq, Miro, Mural,
Airtable, Optimal Workshop,
Trello, Jira, Confluence, Google
Analytics, TeamGantt, Pen & Paper

professional experience

freelance ux researcher nov 2020 - present

- Conducting competitive analyses to guide website redesign recommendations
- Researching and creating client and competitor journey maps to identify unique value opportunities
- Creating presentations to deliver UX research findings

ux researcher/designer sep 2019 - nov 2020 bytelion

- Facilitated client design workshops, ranging from social motorcycling mobile apps to healthcare video steaming platforms, to define user problems
- Conducted user and competitor research and applied findings to user flows, journeys, and ideation/sketches
- Created low to high fidelity wireframes and prototypes utilizing Sketch and InVision
- Conducted concept and usability testing and iterated on designs through implementation of user feedback

customer success associate oct 2018 - oct 2019 everseat (acquired by relatient, inc.)

- Assisted in project management and development prioritization for the Everseat product
- Collected client (medical provider) and patient feedback and analyzed to propose product updates
- Led client design sessions to redesign admin features and workflows to meet varying user needs
- Created wireframes to communicate future feature designs with development team

operations associate may 2016 - sep 2018 geneva global

- Managed the operational IT for the domestic HQ, international field offices, and nonprofit clients
- Established IT infrastructure for global fund startups
- Used employee feedback to optimize technical workflows to boost company efficiency

ux special projects

imagine i5 covid-19 social support

Role: ideation workshop facilitator, presenter

hospitalhero.care

Role: research planning and documentation support