AUBREY SCHIAVONE, PH.D.

Denver, CO · aschia@umich.edu · LinkedIn · aubreyschiavone.com

UX researcher with 12 years' experience in healthcare, higher education, civic tech and non-profit spaces

---

WORK EXPERIENCE

APRIL 2024-PRESENT
SENIOR UX DESIGN RESEARCHER, UNITED HEALTHCARE, UNITEDHEALTH GROUP

JULY 2022-APRIL 2024
SENIOR UX DESIGN RESEARCHER, OPTUM, UNITEDHEALTH GROUP

- Collaborate on a team of remote researchers, designers, project managers and developers to produce and update e-store and member portal sites
- Plan and conduct UX research within an Agile framework using a variety of testing types for prototypes, live sites and mobile apps
- Communicate with stakeholders to determine research needs and deliver findings
- Develop an infrastructure to support a regular UX outreach, planning, research, delivery, and design cadence

MAY 2022-JULY 2022
UX RESEARCH APPRENTICE, TECH FLEET, THE SERIOUS TYPE

- Collaborated on a team of 20 researchers, project managers, developers, strategists, and designers to produce an app aimed at community building among teens and mentors
- Planned and conducted UX research within an Agile framework
- Competitive analyses and heuristic evaluation to measure usability and identify MVP app features and functionality
- Project Description: The Serious Type is a content creation platform for teens and young adults to express themselves in productive and creative ways. The app shifts its focus away from a traditional social media engagement model and helps users make decisions driven by intention and the desire to share and grow as a collective.

MARCH 2022-JULY 2022
UX RESEARCHER AND WRITER, HACK FOR LA, ACCESS THE DATA

- Collaborated with a team of 12 remote researchers, project managers, developers, designers, and data scientists to produce a website promoting data literacy
- Conducted semi-structured qualitative interviews to develop personas and inform website design for particular user groups
- A/B testing and remote usability tests to support responsive and interactive web design
- Optimized web copy for programs and services in the civic tech space including community partners and local government stakeholders
- Project Description: "The Access the Data project seeks to identify where data literacy education is most needed and to develop modules to address those areas. The project will produce a website to make accessing those modules and other relevant self-teaching content easy to find and use."

MARCH 2022-JULY 2022

RESEARCHER AND ASSISTANT PROFESSOR, UNIVERSITY OF DENVER

- Conducted mixed-methods research including interviews, observations, and surveys
- Taught over 35 courses on a variety of topics including "Writing and Research," "Writing and Digital Media," and "Social Class and College Culture"
- Designed 40+ workshops for graduate and faculty researchers on topics like "Navigating Identity in Research" "Writing Research Findings," and "Designing Research Presentations"
- Strengthened communication between various university stakeholders as Chair of the Faculty Senate Student Relations Committee
- Advocated for low-income, first-generation, and racially minoritized students as Co-Lead of the Office of Diversity Equity and Inclusion's Opportunity Gap Working Group and

AUGUST 2012-MAY 2017

GRADUATE RESEARCHER, UNIVERSITY OF MICHIGAN

- Designed educational research analyzing digital and social media use in college classrooms
- Collected qualitative interviews, ethnographic observations, and quantitative survey research with low-income first-generation college student populations
- Individually and collaboratively wrote, edited, and published articles, chapters, and books reporting original research findings and their impacts

EDUCATION

MAY 2017

PH.D. ENGLISH AND EDUCATION, UNIVERSITY OF MICHIGAN

MAY 2012

M.A. ENGLISH, SALISBURY UNIVERSITY

MAY 2010

B.A. ENGLISH, MOUNT ST. MARY'S UNIVERSITY

SKILLS

- Mixed methods data collection and analysis in UX and higher education contexts
- Writing presentations and publications of data and impacts
- Cross-functional collaboration to design UX research in an Agile framework
- Championing diversity, equity, inclusion, and accessibility of products and programs
- Communicating with diverse stakeholders to deliver targeted products and services
- Teaching, mentoring, and facilitating workshops about research processes

TOOLS AND TECHNIQUES

- Semi-Structured Interviews, Ethnography, Observations, Surveys, Heuristic Evaluation, Competitive Analysis, Usability Testing, A/B Testing, Diary Studies, Artifact-Prompted Interviewing, Think-Aloud Protocols, Case Studies, Inductive and Deductive Coding, Grounded Theory Analysis
- GitHub, Notion, Trello, Figma, NVivo, Qualtrics, Dedoose, UserTesting, UserZoom, MUIQ, Asana