Meghan Urisko

User and Design Researcher

Master of Science in Information, University of Michigan School of Information

EXPERIENCE

KAISER PERMANENTE

User Researcher
Digital Experience Center
October 2018 - Present

Plan and execute consultancy-style B2B projects and support three customer-facing streams. Work with stakeholders to plan research. Co-Lead of AskOur Members rolling-research initiative - intercept interviews of 100+ members on-site in clinics about their digital experiences and emotional metric data analysis of findings. Identify and acquire new tools and develop processes to improve efficacy.

MICROSOFT

User Experience Researcher
Civic Tech and Innovation Fellow
June 2017 - September 2018

Led Civic User Testing Groups in full stack, end-to-end research on digital tools for City of Detroit, Data Driven Detroit, and Detroit Public Library. Represented Microsoft Cities Team in Detroit; responsible for building and maintaining stakeholder relationships. Led distribution of $400,000 in grants. Planned and executed ethnographic study of digital literacy in Detroit; 70 field interviews, 50+ hours of observation.

GE DIGITAL

User Experience Researcher,
Digital Innovation Co-Op
January 2017 - June 2017

Researched executive leadership development processes to supported two shipped applications. Created four journey maps and three scenarios. Designed three high-fidelity, interactive prototypes for web and mobile. Directed engineers during agile development process. Presented on empathy and design thinking to introduce human-centered approaches to US HR Team.

UNIVERSITY OF MICHIGAN TRANSPORTATION RESEARCH INSTITUTE

Lead Research Assistant
September - December 2016

Moderated 35 autonomous-driving feature usability tests for Chevy and Honda in a laboratory environment. Managed recruitment, scheduling, and payment with participants and daily testing schedule of other research assistants. Maintained vehicles to ensure they were ready for testing. Monitored equipment output and supported data entry and analysis.

WAYNE STATE UNIVERSITY

Research Assistant
Freer House
2010-2016

Collected data on evolution of a historic house through semi-structured interviews and archival research resulting in publication and exhibits. Led a team of four during two large scale research and documentation projects. Developed information architecture for archival system. Managed historic house programming, restoration projects, and donor relationships during director's six-month medical leave.

EDUCATION

MASTER OF SCIENCE IN INFORMATION

University of Michigan School of Information, 2018

BACHELOR OF ARTS, HONORS

University of Michigan College of Literature, Art, and Science, 2011

SKILLS

Contextual Inquiry, User Interviews, Literature Review, Ethnography, Affinity Diagrams, Competitive Analysis, Survey Design, Personas, A/B Testing, Card Sorting, Experiment Design, Community Based Participatory Research, Co-Design, Rolling Research, Semi-Structured Interview, Design Centered Thinking, Storyboarding, Wireframing, Digital Prototyping, Paper Prototyping, Interaction Mapping, User Journeys, Participatory Design

InDesign, Photoshop, Acrobat, Illustrator, Sketch, Invision, HTML5, CSS4, Python, R, PowerPoint, Word, Excel, PowerPoint, Qualtrics