

ANNA CHRISTINE

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SUMMARY

UX Researcher and Strategist providing data-driven analysis to guide design decisions. Leveraging my background in academia and graphic narrative, I specialize in crafting compelling storytelling to present actionable insights to stakeholders.

SKILLS

- Qualitative research and analysis
- Strategic brainstorming
- User interviews and surveys
- Usability testing
- A/B testing
- Wireframing
- Prototyping
- Figma
- Card sorting
- Documenting design concepts
- Writing and time management consulting
- Writing and editing
- Facilitation and training
- Public speaking and presentations

PROFESSIONAL EXPERIENCE

UX Design Student, General Assembly | June 2021-Sept 2021

Applying UX design methods, from research to prototyping and visual design, in an intensive 3-month program.

Project 1:

- Conducted and synthesized user research to determine pain points in arranging casual games of badminton
- Strategically approached problem resolution through timeboxed ideation sketching
- Created wireframes and interactive prototypes for 9 frames and conducted 1 round of usability testing for iteration

Project 2:

- Conducted comparative and competitive analysis to establish industry standards and business goals for a bookstore ecommerce website
- Audited and evaluated website effectiveness to inform best practices redesign of their website
- Designed responsive website for both mobile and desktop devices
- Created wireframes and interactive prototype for 2 user flows and conducted 1 round of usability testing for iteration
- Developed a design system for the full website mockup

Project 3:

- Collaborated with 3-person UX team to ideate a research-driven design feature for a concept project mobile app.
- Conducted and synthesized user research to determine user patterns and pain points in music app usage
- Strategically ideated solutions through a design studio with 3 colleagues
- Conducted 1 round of usability testing for iteration
- Presented prototype of MVP to stakeholders through engaging storytelling

Adjunct Professor, Suffolk University | Sept 2019-May 2021 | Tufts University | Jan 2021-May 2021

Curated content for 5 classes. Facilitated courses for 23-30 college students and adult learners, in-person, remotely, and in a hybrid format.

- Received an overall course satisfaction score of 4.91/5, highest ranking in the department.
- Adapted course to virtual user platform within 1-week, led change request to online learning due to COVID-19.
- Delivered empathetic instruction by considering the holistic student, mitigating and addressing pain points caused by the pandemic.
- Championed continuous improvement by initiating an iterative course optimization process for both remote and in-person students.

Writer and Illustrator, SPARK Grant, Metropolitan Area Planning Council | March 2020-June 2021

Developed accessible comics storytelling based on urban planning brief. Pitched project to stakeholders, developing prototypes of end deliverables at several stages of the product lifecycle.

- Delivered a 10-page comic within 2-weeks for online publication.

Writing Fellows Program Assistant, Graduate Writing Consultant Tufts University, StARR Center, Sept 2014-August 2020

Assisted the program director with trainings, tracking tutoring sessions, and mentoring undergraduate writing tutors. Coached undergrads, grad students, and alumni on their writing at all stages of the process in one-on-one sessions.

- Collaborated with faculty on drafting committee letters for fellowships and medical school applications.
- Supported 15+ graduate students through their thesis or dissertation process to their defense.

Graduate Instructor, Tufts University, English Department, Expository Writing Sequence | Sept 2014–May 2017, Sept-Dec 2018, Jan-May 2020

Tufts University, Experimental College, Comics and Graphic Novels: Theory and Practice | Sept 2017-Aug 2019

Developed and taught writing and graphic narrative courses while completing my dissertation.

- Adapted course to virtual user platform, shifting from a seminar model to a mostly one-on-one model, within 1-week due to COVID-19.
- Identified process and curriculum optimizations on syllabi semester to semester to better serve student need.
- Fostered creativity and confidence in visual storytelling for students with a broad range of experience.

Grant Winner and Instructor, Mass Cultural Council and Medford Arts Council, Teen Comics Workshop! | April-May 2019

Collaborated with Medford Public Library to develop and facilitate a comics workshop for neighborhood teens.

- Worked with 8+ Medford middle and high-schoolers to build confidence through comics storytelling.
- Collected student work in a published book to provide comics education for the Medford Public Library community.

Instructor, Brookline Arts Center, Create Comics! | January 2018-May 2018

Developed content and taught afterschool comics classes for elementary and middle school students.

- Facilitated the production of collaborative visual storytelling through comics.

Instructor and Proctor, Revolution Prep | March 2012-August 2012

Taught a standardized SAT prep curriculum, proctored exams, and graded practice SAT essays.

- Empowered high school students, some of whom would become first generation college students, to take the SATs.

Cheesemonger, Eastern District | March 2012-August 2012

Provided cheese recommendations for customer satisfaction.

- Educated customers on US-based cheese producers and craft beer and artisan cheese pairings.

Lead Barista, Cookie Road | August 2010-March 2012

Made coffee and packaged pastries and sandwiches in a customer-facing role in open-to-close shifts.

Assistant de Langue, TAPIF Fellowship, Ecole Élémentaire Pu le Parc | October 2009-April 2010

Selected as a cultural exchange English Teaching Assistant by the French government with a sponsored year-long visa.

EDUCATION

UX Design Certificate, General Assembly | Expected 2021

Doctor of Philosophy, English Language and Literature, Tufts University | 2020

Master of Arts, English Language and Literature, Tufts University | 2013

Bachelor of Arts, English Language and Literature, University of Chicago | 2009

Graphic Memoir Workshop, Center for Cartoon Studies | 2019

Graphic Novel Workshop, Center for Cartoon Studies | 2016

SELECTED SERVICE, SPEAKING ENGAGEMENTS, PUBLICATIONS, AND AWARDS

Secretary and Grants Coordinator, Volunteer, Medford Arts Council | April 2019-present

“Cartoon: At the Baths,” Women’s Review of Books | June 2020

Chair and Panelist, Northeast Modern Language Association Conference | 2018, 2019, 2020

Mini-Grant Winner for “Women on Paper,” Massachusetts Independent Comics Expo | 2019

Panelist, Midwest Modern Language Association Conference | 2015, 2016, 2019

Moderator, Pre-Con Comic-Con, National Art Education Association Conference | 2019

Panelist, Somerville Public Library ComixCon | 2019

Gittleman Fellow, Experimental College at Tufts University | 2017

Comics published in RESIST! and RESIST! vol. 2, edited by Françoise Mouly and Nadja Spiegelman | 2017

Panelist, American Comparative Literature Association Conference | 2016

Panelist, Graduate Consortium in Women’s Studies Symposium, MIT | 2015

Provost’s Fellow, Tufts University | 2012-2014

Comics Instructor, Volunteer, The POINT Community Development Center | Fall 2010-Spring 2012