



MARCELA CHRISTINA MUSGROVE

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Skills: User experience (UX) research, ethnography, usability testing, design thinking, human factors, User Acceptance Testing (UAT), NN/G UXC, accessibility, Native Spanish-English bilingual speaker, JIRA, Excel, Confluence, Userzoom, Miro, SQL, HTML, Adobe XD, Photoshop, Figma

EXPERIENCE

Truist Bank, Experience Design Researcher (contract) 7/22-11/22

- Usability/concept testing of commercial banking applications on a monthly cadence with C-suite level users
- Analyzed research data and presented to stakeholders from design and product teams in order to recommend design, feature, and functionality changes to be implemented in future iteration of product.

Memorial Sloan Kettering Cancer Center, Usability specialist (contract) 5/22-7/22

- Heuristic evaluation of MyMSK website, data analysis/coding and assessment of usability scales.

Concrete UX, Accessibility Tester (part-time subcontract) 3/22-5/22

- Conducted accessibility testing on wearable prototype for people with mobility impairments for Google

Ben Allegretti Consulting, Human Factors Engineer 10/21-2/22

- Usability testing and heuristic evaluation of internal applications for VA Medical Centers to support transition from in-house VISTA system to Cerner

Mentra, UX Research Co-Lead and Social Media Strategist (part-time) 4/20-2/22

- Collaborated with the UX design and product teams to define the project scope, write protocols, design studies and perform user interviews and usability tests
- Social media strategy and outreach to neurodiversity community.

UserWise, Human Factors Consultant (part-time contract) 3/21-8/21

- Assisted with data entry, preliminary analysis, & report writing for expedited FDA human factors testing on medical devices (COVID tests)

Pluribus Digital, UX Analyst 6/20-3/21

- Member of multi-agency scrum team to create internal forms and applications for USCIS
- Performed usability testing, user acceptance testing and created wireframes in Adobe XD
- Provided design recommendations to developers and product team

Sandia National Labs (contractor through SAIC), User Researcher 12/18-5/19

- Led one-on-one remote and in-person usability testing using think-aloud protocol and RITE (Rapid Iterative Testing and Evaluation) method on internal government application which was to be used by entire employee population. Results highlighted additional factors which needed to be addressed before final deployment.
- Performed heuristic evaluation on Energy.gov

eClinicalworks, Product Analyst/Trainer 6/14-9/17

- Did needs assessment and collected requirements for smart/specialty forms from medical professionals.
- Created JIRA requests, set timeline and translated requirements into specifications for developers.
- Trained doctor's offices on use of eClinicalWorks, an EHR software, 100% travel

Indiana University/U of Rochester, User Researcher/Designer(contract) 6/12-10/12

- Conducted focus groups & interviews for design of mobile health app to assess eating disorders among low-literacy Mexican migrant women

Academic Autistic Spectrum Partnership in Research, Health informatics intern 9/11-3/12

- Developed health care resources online toolkit (content and database) for clinicians and adult consumers on autism spectrum, took part in community-based participatory research efforts.

University of Virginia Health System, Human factors Intern

6/10-9/10

- Researched nurse interruptions on pediatrics ward using observations. Analyzed usability of EHR printouts.

Researcher, Eindhoven University of Technology (Netherlands)

4/06-7/07

- Research on role of mobile phones in social interaction and etiquette within larger framework of location awareness, social software, connectedness and ubiquitous computing

Merge Agency, User Researcher (contract),

1/06-4/06

- Conducted focus groups, usability testing, and designed wireframes using Omnigraffle and Visio for IHG

ezGov, User Research Intern

9/04-12/04

- Performed contextual inquiry to interview cross section of employees in both Amsterdam and Atlanta offices in order to discover work practices, communication methods and cultural differences.
- Created affinity diagrams to compile themes, goals and ideas from qualitative data to develop prototype of interactive employee directory.

EDUCATION**Masters in Biomedical Informatics**, Oregon Health and Sciences University. ONC Fellowship.**M.S. Human-Computer Interaction**, Georgia Institute of Technology

Certificate in Management of Technology from College of Management. Awarded the Verizon Scholarship. Study abroad in Japan and Spain, capstone project in the Netherlands

B.A. Applied Mathematics, B.S. in Human-Computer Interaction, minors in Spanish and Physics.

Bryn Mawr College and North Carolina State University, Raleigh, NC. Mellon Minority Fellowship. NASA UG Fellowship. Study abroad in Chile and Spain

Certifications: MeasuringU UX Bootcamp in Quantitative Methods

2019

Certified Scrum Product Owner, Applied Frameworks

2019

Nielsen-Norman Group UX Certification, Research Specialization

2021

VOLUNTEER WORK**Triangle UXPA**-Director of Memberships & Sponsorships (2022-present), Research team for UX Y'all Conference**NCSSM Alumni Association:** Organize virtual class happy hours and class events for reunion. (2020-present)**Bryn Mawr Alumnae Association:** Founded and lead monthly online book club (2020-present)**Last Mile/COVID Straight Talk:** Managed Twitter content to promote accurate information on pandemic (2020-21)**League of Women Voters-Mid- Sandhills Chapter:** Manage and update Facebook feed to promote civic involvement and voter information (2020-present)**Usher** at variety of theaters including Cape Fear Regional Theater, Raleigh Little Theater, NC State Live, Theatre in the Park, Theater Charlotte, Givens Performing Arts Center (2016-present)