

CHELSEA MORGAN

UX RESEARCHER & DESIGNER

CONTACT



(201) 788-1292



calmorgs3@gmail.com



aboutmechelsea.com



linkedin.com/in/chelsea-morgan2/



Dedham, MA

EDUCATION

Bentley University (Graduate)

- MS, Human Factors in Information Design
- Relevant coursework:
 - Field Methods, Managing A User Centered Design Team, Testing and Assessments, Visualizing Information

Bentley University (Undergraduate)

- BS, Information Design and Corporate Communications; Minor in Psychology

SOFTWARE

Adobe Creative Cloud, Balsamic, Figma, Google Suite, InVision, Microsoft Office, Sketch, usertesting.com. UXPin, Wix

SKILLS

Interface sketching + prototyping, generative and formative research methods, qualitative research, quantitative research, product/user testing, information visualization, graphic/ video creation + editing

PROFILE

A very personable and hard-working professional who is passionate about user-centered research and design and has a wide range of skills and experience. I currently work as a user experience director for a mobile, 3D body-scanning start-up, NetVirta. Helping bring NetVirta from a seed company to a multi-million-dollar company, I have worked with clients from a variety of industries to scope out projects from both a product and business standpoint. My time in this position has given me experience in qualitative and quantitative user research, user experience and interface design, user testing, product management, working in an agile environment, and account management.

EXPERIENCE

User Experience, Director

December 2019 – Present

Product & Business Development, Manager

September 2016 – December 2019

NetVirta, Inc. – Boston, MA

Work directly with clients to scope out their specific customer experience and app interface; conduct qualitative and quantitative user research to inform product design including but not limited to, user interviews, ethnographic studies, surveys, and usability testing; map out user journeys; create sketches, low-fidelity mock-ups, and prototypes to present to clients and development team; collect feedback and implement changes to existing mock-ups within an agile environment; work directly with our engineers to implement and iterate on the scoped out user experience; test apps internally and externally to collect user feedback to report back to development team; think through all potential use cases and walk through apps to ensure all features are in place to accommodate these use cases; serve as the main contact to our clients on all product and business topics; find leads for potential accounts; take accounts from introduction to our technology through the contract signing and implementation of the technology; manage these accounts.

Catering Manager at Vertex Pharmaceuticals

June 2015 – September 2016

FLIK Hospitality – Boston, MA

Work closely with admins in all departments to place orders and plan events; create marketing banners and other materials for upcoming catering events; organize orders on Catertrax; close catering sales at weeks end; take and key inventory; manage catering attendants to ensure our operation runs smoothly; update chefs daily with upcoming caterings; working and forming relationships with vendors when planning events.