

# Kerry Lawlor

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## SUMMARY

- Mixed-methods UX researcher based in Cambridge, MA.
  - Pursuing a master's degree in human factors (UX) at Bentley University.
  - Background in management consulting and a bachelor's in operations and data analytics.
  - Leverages human-centered design to craft innovative, accessible, and compelling digital experiences.
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## EDUCATION

Bentley University McCallum Graduate School of Business, Waltham, MA

**Master of Science in Human Factors in Information Design**, GPA: 3.95

May 2024

Candidate

Boston College Carroll School of Management, Chestnut Hill, MA

**Bachelor of Science in Operations & Analytics**, GPA: 3.69

May 2018

Cum Laude

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## PROFESSIONAL EXPERIENCE

Bentley University User Experience Consultancy, Waltham, MA

August 2022 - August 2023

### UX Researcher

- Facilitated 91 research sessions with 79 participants across three different projects for a large federal education agency
- Executed summative usability testing with 17 nurses across 21 tasks for a Fortune 500 healthcare company in compliance with FDA guidelines
- Synthesized results from qualitative and quantitative data analyses into 5 thorough client reports with actionable insights and recommendations

Deloitte Consulting LLP, Boston, MA

September 2018 - July 2022

### Strategy & Analytics Consultant

- Managed agile sprint planning, product backlog grooming, design critiques, and usability testing on a global project for a Fortune 500 biopharmaceutical company
  - Conducted comprehensive data analytics (leveraging Power BI, Tableau, & Excel) to extract, clean, and analyze large data sets across multiple client industries (e.g., aerospace & defense, finance, government, life sciences & healthcare)
  - Led stakeholder management for 16 global clients across product, business, UI design, UX research, front-end development, & back-end development teams
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## TECHNICAL SKILLS

**Research Methods:** contextual inquiry, heuristic evaluation, survey design, field observations, usability testing, interviews, personas, competitor research, journey maps, service design blueprints, information architecture diagramming, focus groups, diary studies, A/B testing, task analysis, data visualization

**Design Skills:** sketching, wireframing, prototyping, user stories, storyboards, user flows, design thinking

**Tools:** Figma, Google Analytics, Microsoft Suite, Dovetail, Miro, Qualtrics, Power BI, Tableau, R, Zoom

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## LEADERSHIP & COMMUNITY

- Volunteer, Bentley University User Experience Graduate Association
- Volunteer, User Experience Professionals Association Boston Chapter
- Leader, Deloitte Analyst Mentorship Program Boston Chapter

September 2023

October 2022

July 2022