

Rachel Kangas

UX Designer

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(626) 722 - 7205

EDUCATION

M.S., Human Centered Design & Engineering (HCDE)

University of Washington

09/2018 - 06/2020

GPA: 3.9/4.0

B.S., Mechanical Engineering

Cal Poly San Luis Obispo

09/2012 - 06/2017

SKILLS

UX / UI

Interaction Design / Design Patterns

User-Centered Design

Wireframing

Rapid Prototyping

Visual Design

User Flows / Journeys

Information Architecture

Affinity Diagramming

Usability Testing / User Testing

UX Research

Cross-Functional Collaboration

Tools

Sketch

Figma

InVision

Adobe Creative Cloud

Miro / Mural

JavaScript / HTML / CSS

Jira

LEADERSHIP

HCDE Graduate Ambassador

02/2019 - 02/2020

PUBLICATIONS

"Urban Accessibility as a Socio-Political Problem: A Multi-Stakeholder Analysis"

Co-author, CSCW 2020

A Seattle-based UX designer with a focus on interaction design and a deep interest in UX strategy. An engineer turned designer, I'm a relentlessly curious, detail-oriented maker and systems thinker, and genuinely care about improving lives by solving problems with human-centered research and design principles.

I value integrity, empathy, and iterative collaboration in my work, and I lean on my engineering and design background to develop responsible solutions that center people's needs.

EXPERIENCE

Freelance UX/UI Designer / StatRookie

November 2020 - present | Seattle, WA

- Retained for future freelance work after successful completed assignment.
- Led visual design, conducted user research, identified critical design requirements, and collaborated with a non-designer client to create a user flow and conceptual mockups in Figma for a tablet-based children's financial literacy game.

Graduate Product Designer / Telenav

January - June 2020 | Seattle, WA

- Conducted remote interviews and created storyboards to develop, test, and iterate on design recommendations and example concepts, such as in-vehicle voice interaction.
- Collaborated to design Telenav's conceptual user experience for addressing both in-car safety and users' needs using our recommendations.

Content Writer Intern / Schema Design

February - July 2019 | Seattle, WA

- Created and audited content with designers and developers for company documentation, website, and client-facing design project presentations.
- Conducted website competitive analyses and extracted qualitative data from stakeholder interview transcripts for the design team.

Graduate UX Researcher, Zillow Rental Manager / Zillow

January - March 2019 | Seattle, WA

- Designed and conducted a usability study with 10 users to evaluate the usability and effectiveness of Zillow's rental manager feature.
- Provided actionable design improvement recommendations to increase usage of Zillow's rental manager feature based on usability test results.

HMI Test Engineer / Volkswagen Electronics Research Laboratory

June 2017 - September 2018 | Belmont, CA

- Founded the HMI/UX evaluation team for Audi infotainment features and attended function lead meetings as one of the youngest team members.
- Developed and managed the first in-vehicle software test specifications and issue-logging framework for driver distraction standards and UX topics.
- Successfully used my framework to report several issues that were fixed in future software updates and facilitated discussions to crowdsource issues.