

# Khadijah Ingawa

## UX Researcher

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### PROJECTS

#### UX Researcher

January 2025 - August 2025

##### Hiya

- Designed and conducted generative and evaluative research for a master's capstone in partnership with Hiya, exploring communication challenges in small outpatient healthcare practices.
- Recruited participants and conducted desk research and 10 semi-structured interviews with patients and providers to identify user behaviors and pain points.
- Synthesized findings into actionable insights and facilitated cross-functional workshops with product, design, and engineering teams, advocating for user needs to inform design direction.
- Contributed to the design and prompt development of a generative voice AI prototype supporting patient-provider workflows.
- Led evaluative testing of voice AI and staff-facing interfaces to assess clarity, usability, and trust, translating findings into actionable recommendations.

#### UX Researcher

January 2025 - March 2025

##### Nordstrom

- Designed and conducted a usability study with 8 participants on a Nordstrom Rack desktop feature in collaboration with Nordstrom as part of a university-sponsored project.
- Analyzed qualitative observations and survey data to identify usability issues related to filtering accuracy, pickup availability, and multi-store checkout flows, informing design improvements.
- Synthesized findings into actionable recommendations that prompted Nordstrom to prioritize and resolve two identified usability issues.

### WORK EXPERIENCE

#### Behavioral Therapist

October 2023 - June 2024

##### Key Autism Services

- Built rapport with children on the autism spectrum while supporting the development of age-appropriate skills and reducing challenging behaviors.
- Observed behavioral patterns and collaborated with supervisors to inform and implement individualized behavior plans.
- Communicated with caregivers and supervisors to support each child's individual needs and preferences.

### EDUCATION

#### Master of Human-Computer Interaction + Design

University of Washington

2024 - 2025

#### BA Psychology

North Carolina State University

2020 - 2023

### SKILLS

Usability Testing  
Diary Studies  
User Interviews  
Survey Design  
Research Synthesis  
Journey Maps  
Think-Aloud Protocol  
Heuristic Evaluations  
Literature Reviews  
Research Operations  
Information Architecture

### TOOLS

UserInterviews  
Figma  
Qualtrics  
Dovetail