

Khadijah Ingawa

UX Researcher

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PROJECTS

UX Researcher (Master's Capstone)

January 2025 - August 2025

Hiya

- Identified key pain points in healthcare communication through desk research and 10 semi-structured interviews with patients and providers of small outpatient healthcare practices.
- Synthesized generative findings and facilitated cross-functional workshops with Hiya stakeholders to inform the design of an AI-powered communication system.
- Contributed to the design and prompt development of a voice AI agent to support patient-provider communication workflows.
- Led evaluative testing of voice AI prototypes and staff-facing interfaces to assess clarity, usability, and trust, documenting findings and recommendations.

UX Researcher (Sponsored Project)

January 2025 - March 2025

Nordstrom

- Conducted usability testing with 8 participants on a Nordstrom Rack desktop feature.
- Uncovered usability challenges related to filtering accuracy, pickup availability, and multi-store checkout flows through session observations and analysis of post-test survey ratings.
- Synthesized findings into actionable recommendations that prompted Nordstrom to prioritize and begin resolving two identified usability issues.

WORK EXPERIENCE

Behavioral Therapist

October 2023 - June 2024

Key Autism Services

- Assisted children on the autism spectrum with reaching age-appropriate milestones and reducing challenging behaviors.
- Contributed to the development and implementation of behavior intervention plans.
- Communicated with caregivers and supervisors to identify and support each child's individual needs and preferences.

EDUCATION

Master of Human-Computer Interaction + Design

University of Washington

2024 - 2025

B.A Psychology

North Carolina State University

2020 - 2023

SKILLS

Moderated Usability Testing
Diary Studies
Structured Interviews
Unstructured Interviews
Surveys
Journey Maps
Think-Aloud Protocol
Heuristic Evaluations
Desk Research
Information Architecture

TOOLS

UserInterviews
Figma
Qualtrics
Dovetail