# Khadijah Ingawa

## UX Researcher

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## PROJECTS

### UX Researcher (Master's Capstone)
**Hiya**

January 2025 - August 2025

- 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 prototype 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)
**Nordstrom**

January 2025 - March 2025

- 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
**Key Autism Services**

October 2023 - June 2024

- Assisted children on the autism spectrum with reaching age-appropriate milestones and reducing challenging behaviors.
- Contributed to the development and implementation of individualized 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