Khadijah Ingawa

U.S. Citizen | +1 919-400-1718 | kingawa4@gmail.com | khadijahingawa.com

EDUCATION

University of Washington **GPA: 3.87/4.00**
Master of Human-Computer Interaction and Design

North Carolina State University **GPA: 3.57/4.00**
BA Psychology

PROJECTS

UX Researcher January 2025 - August 2025
Hiya

- Led end-to-end research for a capstone in partnership with Hiya, defining research questions to explore how its voice AI product ecosystem could expand to support phone communication for small outpatient healthcare practices.
- Led 10 semi-structured interviews with patients and providers, revealing patients' need for more timely communication from their healthcare providers, staff's need for reduced administrative burden, and shared expectations around boundaries for AI-supported interactions.
- Facilitated a future visioning workshop with product, design, and engineering stakeholders to align research insights with shared principles and strategic direction for an AI receptionist concept.
- Contributed to development of an AI receptionist prototype and led concept tests of the patient calling experience and staff-facing interfaces, highlighting needs for more patient choice within AI interactions and greater staff control over AI outputs.

UX Researcher January 2025 - March 2025
Nordstrom

- Led end-to-end research for a moderated usability study evaluating Nordstrom Rack's "Buy Online & Pick Up in Store" experience with 8 participants, in collaboration with Nordstrom.
- Analyzed qualitative observations to identify usability issues related to inaccurate size and color availability in "Available Today" filter results and unexpected fulfillment changes when adding pickup items from multiple stores to the cart.
- Synthesized findings into actionable recommendations, with Nordstrom prioritizing improvements to filter functionality and the visibility of fulfillment changes from pickup to ship to store.

WORK EXPERIENCE

Behavioral Therapist October 2023 - June 2024
Key Autism Services

- Built rapport with children on the autism spectrum while supporting age-appropriate skill development and reducing challenging behaviors using Applied Behavior Analysis (ABA) techniques.
- Observed behavioral patterns in a clinical setting and collaborated with supervisors to inform and implement individualized behavior plans.
- Managed multiple tasks in a fast-paced environment while maintaining accurate documentation and attention to detail.

SKILLS

Usability Testing, User Interviews, Concept Testing, Diary Studies, Survey Design, Journey Mapping, Research Planning, Research Synthesis, Literature Reviews, Heuristic Evaluations

TOOLS

UserTesting, UserInterviews, Figma, Qualtrics, Dovetail