

Khadijah Ingawa

UX Researcher

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PROJECTS

UX Researcher Hiya

January 2025 - August 2025

- Designed and conducted generative and evaluative research for a master's capstone in partnership with Hiya, exploring AI-supported communication workflows in small outpatient healthcare practices.
- Developed research materials and led 10 semi-structured interviews with patients and providers to identify workflow pain points, communication breakdowns, and opportunities for AI support.
- Analyzed qualitative findings through affinity mapping and AI-assisted synthesis to identify patterns across patient and provider interviews and inform design decisions.
- Facilitated workshops with product, design, and engineering stakeholders to synthesize findings and inform product direction.
- Contributed to prompt development for a voice AI prototype, then led concept testing of voice AI and staff-facing interface concepts to assess clarity, trust, handoff quality, and opportunities for iteration.

UX Researcher Nordstrom

January 2025 - March 2025

- Designed and conducted a moderated usability study with 8 participants on a Nordstrom Rack desktop feature in collaboration with Nordstrom as part of a university-sponsored project.
- Collected and analyzed qualitative observations and survey data to identify usability issues related to filtering accuracy, pickup availability, and multi-store checkout flows.
- Synthesized findings into actionable recommendations, with two identified usability issues later prioritized for resolution by Nordstrom.

WORK EXPERIENCE

Behavioral Therapist Key Autism Services

October 2023 - June 2024

- 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 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.

EDUCATION

Master of Human-Computer Interaction + Design
University of Washington
2024 - 2025

BA Psychology
North Carolina State University
2020 - 2023

SKILLS

Usability Testing
User Interviews
Concept Testing
Diary Studies
Survey Design
Journey Mapping
Research Planning
Participant Recruitment
Qualitative Analysis
Survey Analysis

TOOLS

UserInterviews
Figma
Qualtrics
Dovetail
NotebookLM
ChatGPT