

# 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 across small outpatient 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)

January 2025 - March 2025

##### Nordstrom

- Designed and conducted a usability test 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 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