

Khadijah Ingawa

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EDUCATION

University of Washington Master of Human-Computer Interaction and Design	GPA: 3.87/4.00
North Carolina State University BA Psychology	GPA: 3.57/4.00

PROJECTS

UX Researcher Hiya	January 2025 - August 2025
- Owned end-to-end research for a capstone in partnership with Hiya, exploring how AI-supported phone communication could improve communication within small outpatient healthcare practices. - Led 10 semi-structured interviews with patients and providers to identify workflow pain points, communication breakdowns, and opportunities for AI support. - Analyzed patient and provider interviews, revealing patients' need for more timely communication from their healthcare providers and staff's need for reduced administrative burden. - Facilitated a future visioning workshop with product, design, and engineering stakeholders to inform product direction. - Contributed to prompt development for a voice AI prototype, then led concept testing with patients and providers, resulting in recommendations for stronger identity verification, increased patient choice in AI interactions, and greater staff control over AI outputs.	
UX Researcher Nordstrom	January 2025 - March 2025
- Owned 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 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.	

SKILLS

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

TOOLS

UserInterviews, Figma, Qualtrics, Dovetail