

Regan O'Brien

UX Designer and Researcher | Human Behavior Specialist

Contact

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Objective

With 3 years experience in design, I have 12+ years of experience understanding people. I'm inquisitive and data-driven. I genuinely love user research and testing; I have a knack for understanding what users are trying to tell me even if they can't articulate it. I love making systems more efficient and love creative problem-solving.

Core Skills & Tools

- Figma/Figjam
- Adobe Illustrator, Indesign
- Wordpress, Constant Cont.
- UX Design, Interviews, Research, Data Analysis
- Website Architecting
- Agile PM
- Prototyping, Wireframing
- QA Testing, AB Testing
- Visual Branding

Languages

- English (Native)
- French (Classroom, 12 years)
- Basic HTML & CSS

Education

University of Illinois at Urbana-Champaign

BS: Community Health with a concentration in Rehab and Disability Studies
May 2014

Northwestern University

Certificate: UX Design
Chicago, IL, Feb 2023

Experience

Ticket Attendant

UX Designer and Engineering Coordinator

2024-2026

- Designed and QA tested new mobile and desktop app through multiple cycles of development and release: 90% adoption rate.
- New logo and branding design and roll out (Adobe Illustrator).
- Website redesign (Wordpress).
- Researched user workflows to assess and address pain points, streamline processes and improve the user experience.
- Wrote and distributed comprehensive user manual for internal and external use. Trained internal staff and clients on how to use new product.
- Conducted product testing and user interviews to assess functionality, intuitiveness, and gather insight to drive decisions.

Freelance UX Design

UX Designer and Researcher

2024

- Rosie the Realtor: User research, website creation, service design
- Nik Neuro: Branding redesign, website architecting, service design
- Women in Aviation: Stakeholder interviews, website architecting, branding redesign

Cirriculum Coordinator

The Wright Foundation (Non-Profit Organization)

2022-2023

- Collaborated with NPO Founders and speakers to develop curriculum for mission-driven live events; aided planning
- Analyzed systems and automated curriculum processes to improve efficiency and reduce errors.
- Created engaging PowerPoint presentations for live events.

Coach, Personal Trainer, Health and Fitness

2018-2022

- Understand and utilize human behavior change techniques to guide individuals through their fitness journey.

Quality Assurance Tester

Epic Systems Corp

2016-2018

- Created, executed, and tracked software testing plans to identify and prevent issues and escalate problems to development team.
- Oversaw real-time software go-live in medical setting.
- Practiced and learned UX techniques: card sorting, usability testing, creating user personas, and eye tracking studies.
- Translated EMR UI into in French language for international users.

Field Researcher

UW School of Medicine and Public Health

2014-2015

- Conducted research interviews to gather, record, and prepare data assessing community health trends; recruited study participants
- Adhered to study protocol along with HIPAA compliance.
- Recruited study participants.