Angela S. Battle
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Good Day. My name is Angela Battle and I am a UX Researcher.

As a UX researcher embedded with a product design team this past year, I had been entrusted to lead several research projects with my last employer, an LMS provider. This work included meeting with stakeholders to understand the ask and need for research, and determining the value of the research to the business. I meet with key stakeholders to understand and document the requests, develop research strategies, source for participants and launch studies. During and after the study, I gathered and analyzed data, built reports, and shared out insights and findings to the stakeholders with the goal of making our products and processes easier to use. I built customer workflows, and brought empathy to the needs of our users.

Prior to transitioning careers to a UX Researcher, I spent many years as a Technical Trainer with many of these same responsibilities. I found the transition effortless as technical training and UX Research have many commonalities. Foremost, they both require truly understanding the need of the user base. The both require designing an approach and a game plan, executing the plan, and then analyzing the results from the plan. In my technical training capacities, the plan ultimately revolved around a thorough digest of the customer needs, and the content I was to deliver. I measured effectiveness afterwards through satisfactory surveys, minimal help desk requests, and low follow-up requests for additional training. In UX Research, the plan is the research plan and influencing the direction of product development. The effectiveness in my current work is measured by inspiring empathy for the users (and research in general), changes to the product that make it easier to use for our customers, influencing the roadmap, and high satisfaction with the products. Because of the similarities and the ease of transition, I was able to make the an impact with my team this past year in my role as a UX Researcher. As this role has drawn to a close, I am now seeking a new opportunity.

I would like to thank you in advance for any considerations of my professional and educational history. I am hoping that my past experiences warrant further discussion. I am available daily to connect and discuss a vacancy within your team.

With well wishes in pursuit of the right candidate,

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Professional Experiences

UX Researcher, Relias   July 2022 - Nov 2023
Shaping the user experience by driving research to provide user insights that will inform product design and strategy. Completed quantitative and qualitative research. Concluded competitive analyses and heuristic reviews. Met with business leaders from various verticals to identify opportunities for research. Developed user personas and journeys. Created research test plans. Sourced participants based on business segment. Conducted primary or secondary research. (Interviews, focus groups, A/B Testing, Tree Testing, and Literature Reviews). Collected, synthesized, and interpreted results from research. Presented and reported out findings to stakeholders. Managed multiple research projects.

Technical Trainer, PeopleNet/ Trimble Inc.   Oct 2017 - Jan 2023
Connect and build a rapport with users. Provide technical training to new and returning users. Coordinate across departments to decipher release notes, roadmaps, learn and intelligently speak to new features and functionality, update end user documentation and instructions, understand user needs for implementation and training. Schedule, organize, deliver virtual and onsite learning. Assess / survey impact of solutions post training and implementation. Provide feedback to Product Owners, Development Teams, Support Teams, and SMEs. Document project status and action items. Manage multiple projects and customer organizations. Craft and revise job aides, webinars, elearning and recorded learning scripts. Stay abreast of product changes and best methodology for delivering instruction.

Technical Trainer, Ecolane   Jan 2016- Oct 2017
Provided live and webinar software training to clients at all levels of management. Migrate data for implementation activities. Schedule, conduct, and document all training activities and follow up. Create and update basic training guides. Provide initial help desk support and troubleshooting until project handoff.

Tier 1 Technical Support, Alteva   Dec 2014 – Dec 2015
Provide level 1 technical support to telecom business customers. Provide technical training to end users on hardware and software. Initiate, update, and track support tickets to resolution. Work collaboratively with team members to address client concerns. Collaborate with the account team to address issues, and work to exceed customer expectations.

(Master's Degree Teaching experiences)   July '09-June 2014
Taught various subjects in various schools while completing a Master's in Education. Created and delivered instruction based on needs analysis and assessments. Created technology driven instruction and learning materials. Created excitement about learning!

Educational Experiences
Masters of Education/Education, Holy Family University May 2014
Bachelors of Arts/English, Temple University, 1996