

Angela S. Battle

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Professional Summary

User Experience Researcher and Technical Trainer. Learner. People person. Coordinator. Collaborator. Volunteer.

Professional History

Canvasser, North Carolina Black Alliance

June 2023 - Nov 2024

Performing door-to-door outreach to turn out the vote in November for a non-partisan, non-profit organization. Using Votebuilder to access and identify neighbors to ensure they understand the new laws and protocols for voting. Surveying expected participation, documenting feedback, and returning results for data analysis.

UX Researcher, Relias (remote)

July 2022 - Nov 2023

Designed and implemented research studies on the digital learning environment and its impact on users. Uncovered insights, created reports and visuals, and presented findings from quantitative and qualitative research (Interviews, focus groups, surveys, literature reviews). Collaborated with Product Owners, Developers, Engineers, Customer Service, Marketing, and others. Managed multiple projects simultaneously. Sparked enthusiasm for research and empathy for the customer journey.

Technical Trainer, Trimble Inc. (remote)

Oct 2017 - Jan 2023

Established relationships to train and implement HAAS / SAAS products. Delivered technical training to hundreds of new and returning users (on-site and virtually). Onboarded and project-managed their hardware and software rollouts. Created and recorded physical and digital learning assets. Collaborated with Instructional Design, Product Owners, Customer Care, Engineers, and Developers. Surveyed users pre / post-training. Investigated government regulations to stay abreast of changes in industry.

Technical Training, Ecolane

Jan 2016 - Oct 2017

Delivered training on software products. Onboarded and project-managed their software rollouts. Created physical and digital learning assets. Surveyed users pre / post-training. Created training plans using Addie. Collaborated with teammates.

Education

UX Design Certificate (in progress)

Data Analyst Certification (Upcoming)

Master's Degree, Education - Holy Family University

Bachelor of Arts, English - Temple University