

Christine Ramos

Sr. User Experience Researcher

User Experience Researcher with 4+ years' experience leading end-to-end qualitative and mixed-methods research, to drive product decisions across SaaS, AI-driven tools, and enterprise workflows.

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📍 Hackensack, New Jersey

MY PORTFOLIO

- <https://christinemramos96.wixstudio.com/cramos-home>
Password available upon request.

EDUCATION

- **University of Baltimore**
Master of Science
Interaction Design & Information Architecture
Graduate Certificate
User Experience Design & Research
- **SUNY at Albany**
Bachelors of Science
Computer Science, Minor in Spanish

KEY PROFICIENCIES

- **Research Methods & Skills**
 - **Qualitative:** User Interviews, Usability Testing (Moderated/Unmoderated), Card Sorting, Contextual Inquiry, Concept Testing, Diary Studies
 - **Light Quantitative :** Survey Design, Basic Descriptive Statistics, Tree Testing
 - **Skills:** Data Collection & Analysis, Remote Testing, Persona Development, User Journey Mapping, Affinity Mapping, Thematic Analysis, Heuristic Evaluation, Competitive Analysis
- **Tools**
 - **UX Research:** Dscout, UserTesting, Qualtrics, Optimal Workshop
 - **Design & Collaboration:** Figma, Miro, Adobe Premiere Pro, Jira, Notion
- **Additional Skills**
 - **UX Design:** Interaction and User Experience Design, User-Centered Design Principles, Information Architecture, Prototyping, Participatory Design, Accessibility Design Principles, Visual Design
 - **Programming:** Basic knowledge of SQL, Python, Java, HTML, CSS, JavaScript, PHP
 - **Collaboration:** Cross-Functional Collaboration, Agile Methodologies, Project Management, Product Development Lifecycle Understanding, Workshop Moderation
 - **Fluent in Spanish:** Second Language

WORK EXPERIENCE

RingCentral

Hackensack, New Jersey

Led UX research initiatives to improve cloud communication solutions for RingCentral's UCaaS and CCaaS products. Key accomplishments include:

Sr. UX Researcher (2023 - 2025)

- Improved the TCR registration process **completion rates by 77%**, reducing churn among unregistered customers.
- Led strategic research on AI solutions, directly informing the development of the new **AI Assistant**, with **92% of users** considering it an important part of their daily workflows and **84% reporting** improved call engagement.
- Presented the importance of proper survey methodology at a global company-wide event, **leading to improved survey quality and reliable data** company-wide, better informing business decisions.
- Mentored cross-functional teams through **workshops on human-centered design principles**, fostering a stronger research culture across the organization.

UX Researcher (2021 - 2023)

- Organized employee engagement surveys and workshops for the leadership team, resulting in a 10-point increase in our internal NPS score.
- Utilized diverse UX research methodologies, including in-person field studies and eye-tracking, to uncover user workflows and pain points.
- Created high-impact UXR deliverables, using thematic video clips to effectively convey insights and drive user-centered product decisions.

NuORDER by Lightspeed

New York, NY

UX Researcher (2020 - 2021)

Conducted UX research for NuORDER's wholesale eCommerce platform, used by leading fashion retailers such as Nordstrom, Saks Fifth Avenue, Bloomingdale's, and Macy's to enhance and streamline the buying experience. Key responsibilities included:

- Planned and led scenario-based usability tests using the R.I.T.E. methodology, uncovering actionable insights to refine workflows and enhance the buyer experience for retail partners.
- Collaborated cross-functionally with product, client success, and design teams to align on buyer feedback, translating insights into actionable research initiatives and informing platform design improvements.
- Managed participant recruitment for research initiatives, maintaining detailed records of incentives and participant information.

Moody's Corporation (Atos-Syntel Consultant)

New York, NY

Technical Project Manager (2018 - 2020)

Played a key role in managing a global enterprise-wide business and IT software implementation, with responsibilities including:

- Managed a team of engineers, overseeing sprint planning, and ensuring bi-weekly sprint closures aligned with project requirements.
- Drove Agile process adoption by facilitating daily cross-functional stand-ups and retrospective meetings, increasing team productivity by 20% compared to the prior year.
- Tracked and managed software bugs using JIRA and Confluence, creating dashboard reports that enhanced task visibility and accountability for engineers.
- Streamlined SQL query tracking for the Data Governance team, reducing deployment errors and improving data consistency.

Alzerina Jewelry

New York, NY

Web Developer Intern (2017)

- Supported the eCommerce website, hosted on Shopify, ensuring WCAG compliance and cross-browser compatibility.
- Developed interactive menus and modal pop-ups using Ruby, Javascript, HTML, and CSS to enhance user navigation and engagement.