

CHRISTINE RAMOS

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SUMMARY

User Experience Researcher with 5+ years of experience uncovering deep user insights to shape seamless digital experiences. Skilled in qualitative and mixed-methods research that translates user behavior into actionable design and product strategies. Passionate about creating user-centered digital experiences that connect people and technology seamlessly.

SKILLS

- **Research:** Qualitative methods (In-depth User Interviews, Usability/Concept Testing, Diary Studies, Card Sorting, Contextual Inquiry), Quantitative methods (Survey Design, A/B Testing, Tree Testing, Eye-Tracking), Moderated/Unmoderated Studies, User Journey Mapping
- **Design:** Interaction/UX Design, Information Architecture, Prototyping/Wireframing, Inclusive & Accessibility Design (WCAG)
- **Tools:** Qualtrics, Dscout, UserTesting, Optimal Workshop, Figma, Miro, Adobe Premiere Pro, Dovetail, Jira, Notion, MS Office Tools
- **Collaboration & Technical:** Agile Project Management, ResearchOps, LLM Familiarity, Workshop Moderation, Storytelling, Cross-Functional Stakeholder Alignment, Product Development Lifecycle, SQL, Python (basic), JavaScript, HTML/CSS
- **Languages:** English (Native), Spanish (Fluent — Second Language)

EXPERIENCE

RingCentral — Hackensack, New Jersey

SR. UX RESEARCHER | 2023 - 2025

Led end-to-end research initiatives, partnering with cross-functional teams to uncover customer pain points, and driving improvements across UCaaS and CCaaS solutions. Key accomplishments include:

- Leveraged user insights to drive a **77% improvement** in compliance registration, reducing churn/compliance risk among enterprise accounts.
- Led **mixed-methods research** that **shaped the launch of the AI Assistant**, achieving **92% adoption** and **85% higher engagement**.
- Applied research insights to **inform marketing strategy** for a new **AI Product**, achieving **93% adoption** of its automation services.
- Led a contextual inquiry with churned customers, mapping the end-to-end customer journey to help inform product and retention initiatives.

UX RESEARCHER | 2021 - 2023

- Utilized diverse research methods (such as field studies, behavioral interviews, concept testing, and surveys) to uncover workflow inefficiencies and drive data-informed product improvements that aligned with user and business goals.
- Mentored teams through company-wide workshops on human-centered design and research best practices, strengthening UX maturity.
- Translated research insights into persuasive video narratives that drove stakeholder engagement and informed product roadmaps.

NuOrder - New York, NY

USER RESEARCHER | 2020 - 2021

Conducted UX research that optimized NuORDER's wholesale commerce platform for leading fashion retailers, improving the buyer experience:

- Led R.I.T.E. based concept and usability testing to accelerate design iterations, uncover friction points, while collaborating cross-functionally (Product, Design, Engineers, CSMs) to translate client feedback into actionable workflow improvements.
- Established and managed a structured participant recruitment and tracking process, streamlining research operations.

Moody's Corporation (Syntel Consultant) — New York, NY

TECHNICAL PROJECT MANAGER | 2018 - 2020

Managed a global enterprise-wide business and IT product implementation, key responsibilities included:

- Managed a team of engineers, driving Agile adoption by leading sprint planning and scrum meetings, increasing team productivity by 20% .
- Created structured workflows for issue tracking and release metrics using JIRA and Confluence, enhancing task visibility and accountability.
- Streamlined SQL request handling, reducing errors and improving operational consistency across data governance processes.

Alzerina Jewelry — New York, NY

SHOPIFY UI DEVELOPER (Internship) | 2017 - 2017

Contributed to the design and front-end development of a Shopify based e-commerce store, improving the online shopping experience and product discoverability:

- Collaborated with the founder to restructure the shops information architecture and refine the visual hierarchy to improve product discoverability.
- Ensured WCAG compliance and cross-browser consistency across the Shopify storefront, contributing to a more inclusive and seamless shopping experience.
- Developed and optimized interactive menus, modal pop-ups, and product detail components using Ruby, JavaScript, HTML, and CSS, improving user navigation and engagement.
- Gained exposure to the Shopify CMS and Liquid framework, understanding the structure of product pages, cart flows, and end-to-end customer journey.

EDUCATION

University of Baltimore | Master of Science

Human Computer Interaction Design & Information Architecture

University of Baltimore | Graduate Certificate

User Experience Design & Research

SUNY at Albany | Bachelors of Science

Computer Science