Katie Copan

A curious and resourceful UX researcher who easily connects with others. Loves the research process and using findings as an actionable force for good.

experience

Design Researcher

Veranex (formerly Worrell)
Minneapolis, MN
July 2022 - present

- Conduct generative and evaluative research through ethnographic methods for MedTech clients
- Uncover unmet user needs and define opportunity areas
- Develop all study materials and findings reports
- Create and facilitate stakeholder workshops

UX Researcher

Wellmark Blue Cross Blue Shield
Remote
March 2021 - July 2022

- Partner with design team to identify research questions, create test plans and conduct rapid testing using a variety of qual/quant methodologies
- Analyze and present research findings and actionable recommendations to project stakeholders

UX Researcher (student)

Prime Digital Academy
Minneapolis, MN
July 2020 - Nov 2020

Group Project for client, Locavori:
MVP Platform Design

- Designed an interactive prototype with Figma for an emerging platform, led research utilizing user surveys, contextual interviews, usability testing, and desirability testing, and presented a comprehensive MVP walkthrough

Self-Defined Project for client, Breathe99:
Service Experience Review and Design

- Evaluated the customer journey through journey mapping, personas, usability testing, and lo-fi prototypes to find gaps and synthesize opportunities in the conversion funnel, and presented findings to client and stakeholders

Additional client work: University of MN Press (remote usability testing), Pretsl (contextual inquiry research), Digital Impact Alliance (rapid prototyping), EmMe (cross-channel design strategy)

contact

katiekcopan@gmail.com ✉

(651) 788-0060 📞

LinkedIn: katie-copan 🔗

www.katiecopan.com 🌐

methods & tools

- qualitative research & ethnography
- in-depth interviews
- on-site observation and simulation
- Rapid/RITE user testing
- wireframing & prototyping
- virtual usability testing
- customer journey mapping
- survey design & A/B testing
- secondary research & heuristics
- user personas & archetypes
- UserZoom / dscout
- Figma / Sketch
- MURAL / Miro / Lucid / InVision
- remote-friendly tools

education

User Experience Design Certification

Prime Digital Academy
Minneapolis, MN -- 2020
Immersive and fully remote

Bachelor of Arts in Anthropology

Bethel University
St. Paul, MN -- 2015
Double major in Peace & Justice Studies
Department TA and Humanities TA
Studied abroad in India and Amsterdam

volunteer efforts

- Radio Engineer - *90.3 KFAI*
- Local Admin - *Buy Nothing Project*
- Campus Ambassador - *Half the Sky*

additional experience

UX Designer and Researcher

- Collaborate with client to design site content
- Conduct an expert design review using web design standards and heuristic analysis
- Utilize Sketch to develop and produce screens using existing branding and design systems

Lalo's Lunchbox
Minneapolis, MN
Dec 2020 - Nov 2021

Baker

- Collaborated with and led a small team of professional bakers to wake up early, work with our hands and create excellent (and delicious) products for our customers

Great Harvest Bread Co
Burnsville, MN
September 2018 - Dec 2019

Intake Coordinator

- Facilitated in-person and remote goal-setting interviews to research and identify pain points and opportunity areas
- Designed intensive service care plans for client-driven needs
- Partnered with directors to streamline intake process across a large team

Integrity Living Options
Minneapolis, MN
April 2017 - October 2018

Housing Access Coordinator

- Conducted company-wide housing research using mixed-methods
- Obtained and secured affordable housing for clients by understanding their needs and limitations
- Successfully housed three clients in six months

Integrity Living Options
Minneapolis, MN
September 2016 - April 2017

contact

---

katiekcopan@gmail.com ✉
(612) 788-0060 📞
LinkedIn: katie-copan
www.katiecopan.com 🌐

Katie
Copan

references

Laconya Ruby, Sr. UX Researcher
lruby45@gmail.com

Tom deBruyen, Sr. UX Designer
tom@tomdebruyen.com

Ange Wang, Sr. Director of UX Instruction
ange@primeacademy.io

contact

katiekcopan@gmail.com ✉

(651) 788-0060 ☎

LinkedIn: katie-copan in

www.katiecopan.com 🌐

Katie Copan