

# Mia Eltiste

heymia.co  
Austin, TX 78701  
miaeltiste@utexas.edu

## EXPERIENCE

### Design Researcher – Austin, TX | Remote

NOV 2021 - Current

Kyndryl – *B2B Multi-cloud Management Platform*

- Develop research repository and participant directory in order to operationalize UX Research
- Establish accessibility working group and lead initiative to make design systems accessible
- Audit 31 personas, evaluate current persona use, and scope research and redesign needs
- Interview UX Design candidates, create onboarding material, and improve UX team culture

### User Experience Consultant – Austin, TX | Remote

DEC 2020 - Current

Hey Mia – *Consult for UX Strategy, UX Research, and UX Design*

- Scopes projects and determines roadmaps; quickly understands businesses outside domain expertise
- Website audits and redesigns, mixed-methods research, persona development, heuristic evaluations
- Design and maintain an open resource for current and aspiring UX professionals

### UX Research Capstone – Austin, TX | Remote

JAN 2021 - May 2021

athenahealth – *Professional Experience & Project Capstone*

- Generative research of 45 unmoderated interviews to develop 4 personas and user journey maps
- Designed and facilitated two 90-minute UX brainstorming workshops with visual ideation mockups
- Communicated project results to stakeholders with storyboards, user stories, and final slide deck

### Teaching Assistant – Austin, TX

JAN 2020 - MAY 2021

The University of Texas at Austin – *School of Information IT Lab*

- Designed an online resource, created 4 tutorials, and led 10+ workshops focused on Panopto
- Developed undergraduate curricula in "Informatics" and "Accessibility" for the School of Information

### Startup Founder, CEO – Omaha, NE

JUNE 2015 - AUG 2019

Mia Ellsworth & Co. – *B2C E-commerce company selling custom planners*

- Conducted 50+ user interviews to inform nine customizable digital layout designs
- Managed short-term contracted employees at various stages of the startup

## EDUCATION

### Master of Science in Information Studies

AUG 2019 - MAY 2021

The University of Texas at Austin - Austin, TX

*Endorsement of Specialization: User Experience*

### Bachelor of Arts in Psychology | Mathematics Minor

AUG 2012 - DEC 2016

The University of Nebraska at Lincoln – Lincoln, NE

## SKILLS

### USER EXPERIENCE

Qualitative Research  
Usability Testing  
User Interviews  
Accessibility & Universal Design  
Quantitative Research  
Workshop Facilitation  
Heuristic Evaluation  
Data Synthesis  
Affinity Diagramming  
Wireframes and Prototypes  
Survey Design  
Design Thinking

### SOFTWARE & APPLICATIONS

Sketch, Figma, Adobe XD  
Qualtrics, Survey Software  
Usertesting.com  
Balsamiq.com  
Excel (Advanced)  
SQL (Introductory)  
Camtasia Video Editing  
Squarespace, Wordpress  
Panopto

## GALLUP STRENGTHS

### EMPATHY

Senses and instinctively understands people's feelings

### INPUT

Dives deeply into complex topics with an inquisitive mindset

### INDIVIDUALIZATION

Understands the uniqueness of individuals and their needs

### IDEATION

Connects seemingly disparate phenomena to create novel concepts

### FUTURISTIC

Pushes today forward with powerful visualizations of a better future