

LAUREN LINDEEN

UX RESEARCHER + STRATEGIST

CONTACT

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ABOUT ME

UX researcher specializing in product management and information architecture. Results-oriented problem solver with an eye for the big picture. I enjoy working strategically across products in large software ecosystems to create a unified user experience.

SKILLS

USER EXPERIENCE

- Qualitative Analysis
- User Interviews
- Usability Testing
- Systems Thinking
- Information Architecture
- Empathy & Journey Mapping
- Survey Design
- Ecosystem Mapping
- Personas
- A/B Testing
- Service Design
- Wireframing
- Prototyping

PRODUCT MANAGEMENT

- Facilitation + Prioritization
- Strategic Roadmapping
- Program Management
- Stakeholder alignment + engagement
- SaaS delivery frameworks + architecture

EDUCATION

EMORY UNIVERSITY | May 2016
Bachelor of the Arts, Psychology + Dance, Summa Cum Laude

GENERAL ASSEMBLY

User Experience Design, Certification | February 2018
Product Management, Certification | August 2018

EXPERIENCE

Senior User Experience Researcher | August 2019 - Present

HONEYWELL INTERNATIONAL | Atlanta, GA

Lead research efforts for Honeywell's Enterprise Performance Management product within Honeywell Connected Enterprise (HCE); coordinated product design and research efforts with senior stakeholders across diverse industries (Warehousing, Oil & Gas, Buildings) to deliver a single modular, scalable, configurable UI shared by c-level to ground level workers. Developed testing programs to perform on-site and remote research with customers to inform iterative product development. Drove HCE's SaaS transformation by facilitating alignment on core concepts and decisions among product and technology leadership through the creation of object models, process flows and API interaction summaries; defined current state and vision state service blueprints for end-to-end transition from licensing model to SaaS subscription billing model and multi-tenant infrastructure.

UX Designer | April 2019 - August 2019

STIBO SYSTEMS | Atlanta, GA

Responsible for product design process, strategy, and deliverables for Product Lifecycle Management software in the retail and private label food industries. Fostered relationships with key stakeholders by integrating the UX process into the product development lifecycle.

UX Designer | February 2018 - March 2019

THE HOME DEPOT | Atlanta, GA

Responsible for end-to-end product design for in-house Merchandising applications including problem definition and prioritization, generative research, low and high fidelity UI design, prototyping, validative research, and design QA throughout development. Collaborated with Software Engineers and Product Management as a balanced team to produce user-centered solutions. Designed iterative prototypes emphasizing accessibility for day one users and a unified experience across merchandising products.