



Meg Green

UX Research & Design

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Experience

Senior UX Researcher | Rocket Homes

October, 2020 - Present / Remote

- Researcher across four teams spanning the Buying-Selling real estate cycle, including both agents and clients. Articulated business strategies through a user lens while actively advocating for the research process.
- Communicated research processes, benefits and outcomes to leadership; helped to resolve conflict and set expectations. Proactively assessed and managed risks and, when necessary, delegated work to promote a smooth workflow.
- Developed the approach for tackling a research problems, using known methods, such as moderated and unmoderated user tests, interviews, surveys, heuristic analysis, personas, journey mapping, affinity mapping, JTBD, and competitive analysis.
- Lead the solution of multiple product areas; connected that to a broader product vision via comprehensive and accessible reports, presentations, and workshops depending on context.
- Mentored team members as well as coworkers simply interested in UX. Provided collaborative feedback to other researchers and designers.

Senior UX Designer | Thompson Reuters

August, 2019 - October, 2020 / Ann Arbor, MI

- Designer for 3 separate accounting products, communicating UX needs across product and technology teams to stakeholders and developers.
- Performed user interviews, usability tests, and surveys to validate design and discovery with quantitative and qualitative measurements.
- Created a style guide and asset library for two products to better meet user needs, validated against previous user research.

Experience Architect | Pillar Technology / Accenture

July, 2017 - July, 2019 / Ann Arbor, MI

- Agile consultant for government information services, collaborating with legal experts to balance public needs with internal constraints.
- Executed qualitative research, including contextual analysis, user interviews, diary studies, and usability tests for discovery and validation, shifting between formal and guerrilla user testing methods based on context.
- Collaborated with product and engineering team, creating user story maps to measure short and long term goals.
- Collaborated with lead designer on low and high fidelity wireframes and prototypes to better communicate research findings and user needs.

Education

M.S. in Information, Human-Computer Interaction University of Michigan

2017 / Ann Arbor, MI, 3.75 GPA

B.A. in Chinese Language & Culture, B.A. in Education Michigan State University

2014 / Lansing MI, 3.70 GPA

Skills

Research

Usability Testing,
User Interviews,
Affinity Mapping,
Personas, JTBD,
Journey Mapping
Contextual Inquiry,
Heuristic Analysis,
Competitive Analysis,
Survey Design,
Diary Studies

Design

Wireframes,
Paper Prototypes,
Mid-Fidelity Prototypes,
Personas & Scenarios,
Style Guide Design,
Icon & Logo Design

Tools

Research

Google Analytics, Qualtrics, Suzy,
SurveyMonkey,
Typeform, Microsoft Forms,
Airtable, Miro, Lucidchart,
UserTesting, dscout

Design

Figma, Sketch,
inVision, Axure, Abstract, Zeplin, Adobe
Illustrator & Photoshop

Community Involvement

UX Mentor - Shift_Up
Board Member - tech[inclusive]

Talks & Publications

AI & Consent - World IA Day
Gender & AI - SXSW, PluggedIn,
World IA Day
Dark UX - Ignite UX