

# CHRISTINA COLMAN

## PROFESSIONAL SUMMARY

Analytical, quality-focused researcher with experience recruiting, moderating, and analyzing critical data to support project processes for actionable results. Skilled in qualitative research and methods through both professional and educational backgrounds with exposure to and an interest in quantitative research. Engaging communicator focused on building positive organizational relationships and bringing the user experience to the forefront of stakeholder conversations.

## AREAS OF EXPERTISE

- User Research, Ethnographic Research, Qualitative Research, Participant Recruitment, Research Design, Data Analysis
- Data Entry, Reporting & Documentation, Cross-Team Collaboration, Communications, Qualitative Coding
- Coursework: Social Science Theory, Development, Surveys, Disability, Qualitative/Quantitative Research Methods
- Technical Proficiencies: Survey Monkey, MS Office Suite, Skype, Google Drive, MAXQDA, SPSS
- Languages: English (First Language); German (Intermediate)

## EDUCATION

### **University of Chicago, Chicago, IL**

*Master of Arts in Social Sciences with Anthropology concentration, August 2017*

### **Knox College, Galesburg, IL**

*Bachelor of Arts, cum Laude, Double Majors: Anthropology/Sociology; German, 2013*

## RESEARCH EXPERIENCE

### **University of Chicago, Chicago, IL**

*Graduate Student Researcher, 2016 - 2017*

- Focus on qualitative and quantitative research methods and technology
- Conduct independent research study (research design, literature review, data analysis, synthesis)
- Author MA thesis on role of choice for visitors using technology in museum exhibits to improve the visitor experience

### **Uber, Chicago, IL**

*Customer Service Representative, 2015 – 2016*

- Researched customer needs to advise engineering on necessary application and process updates
- Investigated safety reports from multiple angles to provide effective resolutions and clear follow ups
- Established fraud guidelines to detect and apply corrective action to false claims
- Collaborated with city operations teams to launch UberEATS in the first 10 US markets
- Worked directly with clients and partners to achieve desired satisfaction

### **Field Museum of Natural History Chicago, IL**

*Research Assistant Contractor, Summer 2015*

- Interviewed visitors about Museum App to propose design modifications aiming to improve usability
- Recruited participants for surveys, conducted interviews, observed and met data collection goals
- Catalogued documents onto a shared network to improve staff access to evaluation reports
- Designed new databases and maintained data integrity throughout multiple projects
- Created codebooks to quantify qualitative interview data

### **John G. Shedd Aquarium Chicago, IL**

*Audience Evaluation Volunteer, 2014 – 2015*

- Conducted audience interviews, observed interactions and facilitated interactive surveys
- Entered qualitative and quantitative data into excel and online databases
- Coded qualitative data to understand emerging themes and drive decision-making

### **Schlesinger Associates Rosemont, IL**

*Qualitative Assistant, 2013 – 2015*

- Supported diverse research needs of in-facility and off-site projects for fortune 500 companies
- Collaborated with cross-departmental leadership to deliver project updates and reports
- Executed front-desk duties spanning system monitoring and customer service
- Recruited prospective candidates for research studies