

michelle phillips

I'm fascinated by humans evolving relationship to technology and how it's changing the way we live and relate to each other.

The Walt Disney Company

- **UX Researcher**

October 2020 to current

- Identify specific product, user and brand needs from design and product interactions to craft complex multi-method user studies as a subject matter expert (SME) to evaluate feature usability or generate insights to facilitate decision making, identify new avenues of discovery or overall product strategy for Disney's core brands: ABC News, Marvel, National Geographic, [Disney.com](https://www.disney.com), ESPN and ESPN Fantasy
- Provide robust recommendations based on proven user experience heuristics by listening closely to product and business priorities throughout the duration of project timelines to ensure engaging user interviews and comprehensive yet digestible final reports
- Highlight topical needs for features, recruitment or schedule logistics to deliver the most relevant research insight with constrained resources
- Created and facilitated a workshop for 400+ about the impact of emotional design at the 2022 Grace Hopper Celebration

- **Enterprise Service Management Analyst**

January to June 2019 (Internship)

- Facilitated interviews with product owners to identify specific design requirements and needs essential to an employee's experience using and requesting company services
- Uncovered mutual system pain points had solutions by analyzing interview notes and drawing insights that revealed similar patterns
- Empowered users to explore, understand and use company services to their advantage by writing in-depth knowledge articles on Disney's internal IT platform

University of Michigan

School of Information

Bachelor of Science, UX Design

May 2020, magna cum laude

Skills

Strategic Research Thinking

Usability Interviews

Heuristic Evaluations

Basic Rigorous Survey Design

Competitive Analysis

Certifications + Awards

UX Design Certificate,
Google 2024

J.P. Morgan Chase Computer
Science Showcase Winner,
April 2017

RYS 200HR YTT from Citizen Yoga
December 2023

University Honors
2016 to 2020

Volunteer Experience

Weekly Mentor for WriteGirl LA
Jan 2024 to current

WaterDrop LA
October 2023

Info + Interests

 michellephil.com

 michphilli@icloud.com

 Yoga

 Baking bread