

# Malena K. Hansen

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## SKILLS

### Usability

- Card Sorting
- Moderated Usability Tests
- Unmoderated Usability Tests
- Directed User Interviews
- Ethnographic User Interviews
- Talk Out Loud Studies

### Analysis

- First Click
- Eye Tracking
- Qualitative Insight Generation
- Quantitative Data Evaluation

### Software

- Sketch
- InVision Studio
- Google Analytics
- HotJar
- Survey Monkey
- Treejack
- Chalkmark
- Visio
- Proto.io
- Tableau

### Languages

- HTML
- CSS
- SQL
- Python

## EXPERIENCE

### OnShift Software, Cleveland, OH – Jr UX/UI Designer

AUGUST 2017 – PRESENT

- Define and implement the user experience (desktop, tablet, and mobile) for the OnShift Engage product with a Product Manager, Product Owner, Developers, and QA Analysts.
- Lead and participate in all stages of formative and summative user research with current and potential customers for active products and proof of concept/in-development products.
- Design and present low through high-fidelity mockups and click-through prototypes.
- Developed and published a KPI and User Research Goal Tracking template for proof of concept and pilot program research.

### OnShift Software, Cleveland, OH – QA Specialist

OCTOBER 2015 – JANUARY 2018

- Ensured data integrity across integrations and throughout the system.
- Established the QA onboarding process that is the basis for all developer and quality assurance new hires.
- Created QA test case peer review process to ensure cross-product knowledge and development of better test cases.
- Presented “Information Architecture as Testing Methodology” to QA team.

## **Tableau Software, Seattle, WA – QA Engineer**

OCTOBER 2012 – OCTOBER 2015

- Brought customer-focus to concurrent platform and project testing: custom development on Salesforce, NetSuite, Google Search Appliance, Single Sign On, systems and data integration, and licensing software.
- Responsible for planning and implementation of manual and automated testing, post-deployment validation, and reporting.
- Performed functional, system integration, load, acceptance, and regression testing using exploratory and automated methods.
- Established Python as the primary language and Selenium as the framework for automated test cases.
- Worked with Technical Project Managers to verify business and functional requirements.

## **Tableau Software, Seattle, WA – Services & Training Operations Coordinator**

OCTOBER 2011 – OCTOBER 2012

- Reviewed and verified all incoming Training and Customer Conference registration orders.
- Confirmed customer acceptance of contract terms, pricing, promotions, and purchase order terms and conditions.
- Established a relationship with executive leadership to identify, triage, and resolve any delivery or revenue recognition issues.
- Developed and maintained process documentation for Professional Services, Training, and the Tableau Customer Conference.

## **Tableau Software, Seattle, WA – Customer Service**

AUGUST 2010 – OCTOBER 2011

- Reviewed software orders for terms and conditions.
- Processed conforming software and professional services orders using Salesforce and NetSuite.
- Triage and responded to customer phone and email inquiries (including vendor set-up and banking detail requests).
- Designed and developed Tableau Dashboard for Professional Services reporting.

## **EDUCATION**

### **Kent State University, Kent, OH – Master of Science – User Experience Design**

MAY 2016 – MAY 2018, 4.0 GPA

### **Pacific Lutheran University, Tacoma, WA – Bachelor of Arts – Religion Minors in Biology, Math, Norwegian**

SEPTEMBER 2001 – DECEMBER 2004