KELLY MCCOMAS

human-centered researcher

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1 (832) 457 7805

I'm passionate about uncovering and championing the real needs and problems of users and consumers. I am a tireless advocate for a better user experience and rigorous, high-quality research to support that goal. I'm always curious to learn, and I believe a little humor, creativity, and humility can make collaboration better.

experience

Motorola Solutions

Lead UX Researcher, July 2022 - present
Brooklyn, NY (remote)
• Lead research for computer aided dispatch products, serving as point of contact for stakeholders in UX and product teams
• Plan and conduct high-visibility engagements with critical customers, such as multi-day co-creation workshops
• Serve as ambassador for UX research through thought leadership and multidisciplinary strategic projects

UX Researcher, Jan 2021 - July 2022
Brooklyn, NY (remote)
• Plan and manage foundational, generative, and evaluative projects(remote & in-field) to understand and advocate for users of digital public safety solutions and inform product decisions
• Lead analysis of multiple projects from strategic opportunity identification to usability testing, synthesizing findings into stories, workshops, and frameworks to guide design efforts and cross-functional collaboration with design, product, and development
• Support research and design team operations including study setup, recruiting, knowledge management, and content strategy
• Work directly and collaboratively with design and product teams to identify research goals and achieve product outcomes

UX Research Intern, Jun 2020 - Aug 2020
Chicago, IL (remote)
• Recruited and conducted research interviews to develop team understanding and actionable insights about public safety• Developed frameworks to map citizen experience with public safety, understand competitive landscape, and identify gaps

Do512

Managing Editor, Jan 2019 - July 2019
Austin, TX
• Led content team meetings to plan new editorial content for website with 1M+ monthly pageviews and newsletter to 350k+ subscribers, often to specifications of industry sponsors
• Conducted primary and secondary research to produce editorial content
• Managed team of 15 freelance writers; edited submissions for consistency and voice

Emerson Automation Solutions

Intern, May 2017-Aug 2017
Austin, TX
• Created control system monitoring Internet of Things prototype using programming and data visualization tools
• Designed interactive analytics dashboard, leveraging findings from expert interviews

education

Master of Science, *Design Innovation*
Northwestern University Segal Design Institute
Aug 2019 - Dec 2020
Thesis: Library Education Program Design for Teens
Design Coach TA for Industrial Design Sketching course
Individual Tutor for STEM topics and courses

Bachelor of Science, *Chemical Engineering*
Honors, Minor in Business
The University of Texas at Austin
Aug 2014 - Jun 2018
Study Abroad 2018: International Perspectives on Design in Healthcare; Porto, Portugal
Austin Design Week 2018: Design-A-Thon Team; First Place

what i do

Research
Problem Identification
Guide Development
Contextual Inquiry
Qualitative Data Analysis
Storytelling & Presentation
Competitive Analysis
Insight Synthesis
Persona Development
Journey Mapping
Storyboarding
Workshop Facilitation
Heuristic Evaluation
Usability Testing
Concept Evaluation
Co-Creation Exercises
Survey Development & Analysis

Design
Sketching
Rapid Prototyping
User Flows
Data Visualization

Create
Copywriting & Editing
Photography, Videography, and Editing