

CATHERINE TRAN

UX RESEARCHER

I am a UX Researcher who leads with empathy and strives to help product teams understand how user research can inform decisions and guide product strategy.

CONTACT INFO

[LinkedIn](#)

[Portfolio](#)

714-688-6570

cmvtran@gmail.com

SKILLS

Research

- Generative Research
- Evaluative Research
- Remote Interviews
- Participant Observations
- Usability Testing
- Surveys
- Competitive Analysis

Research Ops

- Recruiting
- Scheduling
- Incentive Planning
- Tool Evaluation

TOOLS

- EnjoyHQ
- Usertesting.com
- Figma
- Pendo
- SurveyMonkey
- Salesforce

ACTIVITIES

- Member of [ExaGals Leadership Team](#)
- Member of [ExaCares Committee](#)

WORK EXPERIENCE

UX Researcher

EXABEAM | NOV 2020 - PRESENT

- First and sole UX researcher helping product managers and designers make informed decisions based on user research
- Helping establish UX research function at organization and leading research for various products from end-to-end with fast-paced timelines
- Identifying need for research tools to help scale practice
- Regularly presenting findings to product and engineering leadership to drive product and feature decisions

Community Operations Manager

EXABEAM | OCT 2019- NOV 2020

- Led and launched the redesign of the customer community portal
- Scheduled, produced, and edited technical and product centric webinars presented by external and internal subject matter experts
- Collaborated with Program Management on product releases and initiatives
- Wrote bi-weekly newsletters updating customers about new and upcoming content in Community

Junior Technical Writer

EXABEAM | OCT 2018 - OCT 2019

- Wrote and edited customer facing technical knowledge base articles
- Created and managed community accounts for customers and partners
- Collaborated cross-functionally with sales, engineering, customer success, marketing, and product teams to ensure customer-facing articles were up-to-date

Web Content Coordinator

THE CREATIVE GROUP | OCT 2017 - MAY 2018

Worked with the Web and Digital Media Team at Chapman University to help with campus partner support, brand oversight, and development of web content for clarity, accuracy, user experience, and ADA compliance

EDUCATION

B.S. Informatics (Specialization in HCI) | June 2017

UNIVERSITY OF CALIFORNIA, IRVINE

Masters in HCI + Design (MHCID) | Expected Sept 2024

UNIVERSITY OF CALIFORNIA, IRVINE