

# RENEE ALBRECHT-MALLINGER

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Design researcher and strategist, storyteller, and leader. Seeking connections with people who want to imagine and work towards a better world.

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## EXPERIENCE

### Lead UX Researcher and Program Strategist

#### Massachusetts Bay Transit Authority

Boston, MA (Remote), 2022-present

- Led UX research and design for a cross-functional product team creating performance management tools for bus and rail
- Facilitated knowledge-brokering workshops to build stakeholder alignment around a cohesive vision for a user-centered payment experience in a complex ecosystem of products and vendors
- Developed service blueprinting tools to support UX designers, engineers, product managers, and project managers as they develop, prioritize, and implement changes to fare platforms
- Developed a repository to provide a quantitative view of past qualitative research, which we used to identify gaps in our knowledge of the user experience
- Synthesized qualitative data into a comprehensive journey map for public transportation users
- Defined processes for cross-functional collaboration on both strategic and tactical levels

### Design Research Lead

#### Greater Good Studio

Chicago, IL, 2020-2022

- Led teams from discovery through prototyping on social impact projects as project manager and research lead
- Planned and executed research, managed client relationships, co-created strategies and solutions, and built organizational capabilities for public and private sector clients
- Conducted deep project work on communication in healthcare, AI in education, and qualitative research accessibility
- Developed frameworks for company-wide impact assessment and supported business development

### Senior Design Researcher

#### IA Collaborative

Chicago, IL, 2018-2020

- Developed and executed research and synthesis plans to understand and respond to unmet business and user needs for clients in the pharmaceutical, financial, logistics, and automotive sectors
- Created and applied research methods including included contextual in-person research, moderated and unmoderated qualitative user testing, diary studies, social listening, and trend analysis
- Collaborated with graphic, interaction, content, UX, and product designers to develop people-centered solutions across brand, digital, product, service, and systems

### Mathematics Educator, Instructional Leader

#### Perspectives Charter Schools and Chicago Public Schools

Chicago, IL, 2007-2015

- Developed and maintained action research practices in technology and mathematics classrooms
- Designed and delivered math and technology learning experiences for urban schools
- Managed a team of up to seven educators
- Coached educators in math, literacy, and cultural competency.

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## EDUCATION

### IIT Institute of Design

#### Master of Design

Chicago, IL

### Copenhagen Institute of Interaction Design

#### Summer School

Copenhagen, Denmark

### Northwestern University

#### Master of Science in Education

Evanston, IL

### St. John's College

#### Bachelor of Arts, Liberal Arts

Santa Fe, NM

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## AWARDS AND PUBLICATIONS

### Post-human Scenarios & Participatory Design

#### PRIMER 2020

Virtual conference, 2020

### Reading Groups, Speculative Design, & Wicked Problems

#### ALA Midwinter Conference 2020

Philadelphia, PA 2020

### Notes from the Sea: Critical design, posthumanism, and anticipation

#### Anticipation 2019

Oslo, Norway 2019

### Development of a Framework and Tool to Facilitate Cost-of-Care Conversations With Patients During Prenatal Care

#### Annals of Internal Medicine

Chicago, IL 2019 (contributor)

### Reimagining Home Confinement Academic Design Management Conference

London, England 2018

### Notes from the Sea 2218

#### Biodesign Challenge

New York, NY 2018

### StorySLAM winner

#### The Moth

Chicago, IL 2012-2014