

Helen K. Lopez-Santos

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PROFESSIONAL SUMMARY

Detail-oriented UX Designer & Researcher with a B.S. in Human-Centered Computing and GCP certification. Adept at managing high volumes of data and ensuring strict regulatory compliance while leading cross-functional teams through the full design lifecycle. Proficient in technical scripting, design systems, and WCAG accessibility, with a focus on delivering high-fidelity, responsive solutions in fast-paced technical environments.

EXPERIENCE

UX Researcher & Designer

Command+g | Rochester, NY

May 2025 – Dec. 2025

- Analyzed usability testing results to drive a 20% improvement in task completion rate for a new mobile application.
- Built and prototyped responsive systems, ensuring all designs met rigorous accessibility and user-need standards.
- Managed professional communications with clients to ensure project alignment and positive outcomes in an iterative environment.

Skills: Figma Prototyping • Design Systems • Usability testing • Research coordination • Data analysis • Technical Documentation • Moderated Interviews • Adobe CC • Accessibility-Standards • Rive animations • HTML & CSS

Research & Innovation Intern

Navistar | Lisle, IL

May 2024 - Aug 2024

- Coordinated research activities including scheduling and logistics for user interviews and surveys to gather insights.
- Created comprehensive documentation and presented business cases for product improvements to stakeholders.
- Utilized innovative technology (AR) to enhance usability and customer satisfaction, demonstrating an ability to learn and apply complex technical domains.

Skills: Figma prototyping • Aftereffects animations • Research coordination • Data analysis • Technical Documentation • Moderated Interviews

SELECTED PROJECTS

Qualitative & Quantitative Research Studies | Lead Researcher

RIT HCIN 600 | Rochester, NY

Aug. 2025 – Dec. 2025

- Designed and executed two research studies (one qualitative, one quantitative), culminating in the completion of two comprehensive papers.
- Managed data collection and analysis, including thematic analysis of interview transcripts and statistical analysis of survey data using SPSS.
- Maintained detailed documentation of the methodology, findings, and ethical considerations to ensure research integrity.

Skills: Study design • Qualitative research • Quantitative research • Statistical analysis • Technical documentation • Literature review • Surveys • SPSS • AI prototyping

Axo-Lift | Project Manager & UX/Frontend Lead

RIT Senior Development | Rochester, NY

Jan. 2025 – Dec. 2025

- Spearheaded the design and development of a custom, multi-client web application for non-profit organizations, managing a full project team from conception to deployment.
- Directed all client communications, successfully aligning project deliverables with the needs of 4 non-profit organizations.

Skills: Usability Testing • SQL • Project management • Adobe CC • Accessibility • Secondary research • Statistical analysis • Technical documentation • Front-end development (Flutter) • Client communications

EDUCATION

Rochester Institute of Technology | Bachelor of Science | Major: Human-Centered Computing

2025