

Helen K. Lopez-Santos

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EDUCATION

Rochester Institute of Technology | Bachelor of Science | Major: Human-Centered Computing December 2025

ELISAVA School of Design and Engineering | Barcelona, Spain | Study Abroad | Graphic & Visual Design Spring 2024

SKILLS

Research coordination • Regulatory compliance • Data analysis • SPSS • User Research • SQL • Management • Adobe CC • Accessibility • Marketing • Qualitative Research • Statistical Analysis • Academic Writing • Literature Review

EXPERIENCE

UX Research & Design Intern | Co-Op May 2025 - Present
Command+g | Rochester, NY

- Managed logistics and execution for usability testing, analyzing results to support design decisions.
- Designed and built responsive websites using Figma, WordPress, and Squarespace, in addition to prototyping a new mobile application and developing a gamification strategy.
- Maintained frequent, professional verbal and written communication with clients to ensure project alignment and positive outcomes.

Research & Innovation Intern | Co-Op May 2024 - Aug 2024
Navistar | Lisle, IL

- 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.
- Created an interactive EV owner's manual using AR to enhance usability, training, and customer satisfaction.

Community Assistant | Part-time Jun. 2022 - Present
American Campus Communities | Rochester, NY

- Supported resident experience and community engagement through front desk services and event coordination.
- Created social media content to promote events and share resident resources.
- Collaborated with a team to address resident needs and support inclusive housing initiatives.

ACADEMIC PROJECTS

Axo-Lift | Project Manager & UX/Frontend Lead Jan. 2025 - Present
RIT Senior Development Course | Rochester, NY

- 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.
- Designed all user interfaces, leading the UX strategy to ensure the application is intuitive and accessible for its target users.

Qualitative & Quantitative Research Studies | Lead Researcher Aug. 2025 - Present
RIT HCIN 600 Course | Rochester, NY

- 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.
- Maintained detailed documentation of the methodology, findings, and ethical considerations.