

## WORK EXPERIENCE

### Senior User Experience Designer and Researcher

February 2017 – present

U.S. Holocaust Memorial Museum (USHMM) | Washington, DC | Full Time | Staff

- Serving as user experience lead on over 30 projects for 10 websites and 4 physical exhibitions.
- Designing wireframes, prototypes, and low to high fidelity digital designs in Figma, optimizing for accessibility and ease of use.
- Using, maintaining, and updating a design system UI kit in Figma.
- Conducting quantitative and qualitative discovery and user experience research virtually and in person, including interviews, usability testing, surveys, heuristic evaluations, landscape analyses, and more.
- Recruiting and scheduling thousands of research participants with UserInterviews.com and Lyssna.
- Communicating insights through reports, presentations, visual artifacts, and a knowledge database.
- Collaborating with staff, contractors, and stakeholders to align user needs with practical requirements.
- **Highlights:**
  - *Holocaust Survivors and Victims Names Database*: Redesigned research tool containing *millions* of records. User research with genealogists, scholars, and family historians to define improvements.
  - *Burma's Path to Genocide Exhibition*: Increased audio guide use by 200% through research and prototyping. Observed 2,000+ groups, interviewed 30+ visitors, and iteratively tested 20+ prototypes.
  - *Lesson Plan Optimization*: Conducted interviews and surveys with 200+ teachers and researched WCAG and school accessibility needs to identify ways to improve the museum's lessons.

### User Experience Researcher

February 2023 – July 2024

Sitara Systems | Freelance

- Conducting virtual usability tests for 15 kiosks at science and natural history museums.
- Recruiting participants for usability tests based on priority audience groups.
- Writing findings reports to communicate results to clients and design team.
- Mentoring staff designers to improve confidence and ability to conduct research independently.

### Design Consultant

January 2001 – February 2017

Independent | Washington, DC

- Consulting for nonprofits, publishers, government, and digital agencies, including user interface design, user research, information architecture, and front-end web development.
  - RP3 Agency, 2016 – 2017
  - Agency Q, 2015 – 2016
  - American Psychological Assoc., 2013 – 2015
  - US International Broadcasting, 2007 – 2013
  - Bloomberg/BNA, 2008 – 2012
  - SAGE Publications/CQ Press, 2001 – 2015

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## TOOLS & METHODS

- **Methods:** Human-centered Design, Iterative Prototyping, Design Thinking Workshops, Surveys, Stakeholder and User Interviews, Usability Testing, Ethnographic Observation, Wireframes, Card Sorting
- **Research Tools:** UserInterviews.com, Miro, SurveyMonkey, Usability Hub/Lyssna, Nvivo, Hotjar, Lookback
- **Design Tools:** Figma, Sketch, Adobe Creative Suite, HTML, CSS
- **AI:** Notebook LM, Ecosia AI, Marblism, embedded AI enhancements in Lyssna and other research tools
- **Project Management:** Agile, Slack, Trello, AirTable, Jira, BaseCamp, Google Suite, MS Office, Zoom

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## PUBLICATIONS

- [Perceptions of Lemur Conservation Among Malagasy and Non-Malagasy](#), *Primate Conservation* 2023
  - [Literature Review on Education in Madagascar](#), *University of Mauritius Research Journal* 2014
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## VOLUNTEERING

### Director

October 2014 – present

*Lemur Conservation Network (LCN) | Washington, DC | Part Time | Volunteer*

- Growing a network of community-based conservation organizations in Madagascar.
  - Designing, building, and maintaining a WordPress website to showcase conservation work and learning resources, and facilitate fundraising.
  - Creating 4 surveys to discover barriers and benefits to engagement and identify ways to improve website.
  - Co-creating a card game about lemurs and distributing it to over 50 schools and community organizations across Madagascar as well as 50 zoos in the USA.
  - Holding virtual design workshops with staff and volunteers, facilitating webinars for professionals in Madagascar, presenting to zoos, and creating virtual events for the World Lemur Festival.
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## EDUCATION

### Certificates and Training

- Qualitative Methods; Monitoring and Evaluation, The Evaluators Institute 2023-2024
- User Experience Master Certificate, Nielsen Norman Group 2016-2022
- Behavior Change for Sustainability Certificate, University of California San Diego 2020
- Project Management for Wildlife Conservation Certificate, WildTeam 2020

### M.A. Conservation Biology, Miami University

2022

- Field courses in Mexico, Paraguay, and Guyana
- Facilitating a participatory workshop on eco-leadership in Paraguay
- Surveying Malagasy and non-Malagasy to study the variation in perceptions of lemur conservation
- Interviewing conservation leaders and community members in Ranomafana, Madagascar
- Evaluating effectiveness of annual wildlife days

### M.A. Non-Profit Arts Management, George Mason University

2008

### B.A. Advertising and Integrative Arts, Pennsylvania State University

1997

Hello!

I am writing to apply for the position of Staff User Experience Researcher in Foundations and Enablement at Khan Academy.

I have spent my career creating digital products that make the world a better place. I am currently the Senior User Experience Designer and Researcher at the U.S. Holocaust Memorial Museum in Washington, DC, where two of our core audiences are teachers and students. In this role, I regularly conduct user research with teachers to learn about their needs, and ensure the Museum is supporting them.

I understand how important ease of implementation is to teachers, especially in the K-12 space, as they face constant pressures to teach more in less time and under more scrutiny. When I speak with student learners, I'm struck by their motivation amidst challenges. I recently enjoyed collaborating with our Education team to refine the Museum's lesson plans to better support early career teachers with little experience teaching the Holocaust. Teachers emphasized how important it is to meet student learners where they are; we need to help learners understand the basics before advancing to more nuanced critical thinking.

Because of this experience, I feel excited by this opportunity at Khan Academy. I admire your dedication to your community of teachers, learners, and parents. With over 20 years experience building audience-focused digital products and a passion for using audience research to support education, I think I would be a good fit for this role.

Please visit my website at [LynneVenart.com](http://LynneVenart.com) to learn more about me and get in touch.

Thank you,

Lynne Venart

Hello!

I am writing to apply for the Senior UX Designer position at ABT Global.

I have spent my career collaborating with teams to create digital products that make the world a better place. I am currently the Senior User Experience Designer and Researcher at the U.S. Holocaust Memorial Museum in Washington, DC. In this role, I have served as the user experience lead on over 15 projects serving policymakers, nonprofits, teachers, students, and museum visitors. My work includes qualitative and quantitative research, design thinking workshops, the creation of visual artifacts, and facilitating team and stakeholder alignment. I thrive on collaboration, flexibility, and open communication.

Over the last nine years, I've also been immersed in environmental conservation, working with the IUCN Species Survival Commission to build and grow a network of community-based conservation organizations through the Lemur Conservation Network. I've used my spare time to grow my environmental conservation knowledge, and completed a Master's degree in Conservation Biology in 2022. For my degree, I conducted field research in Mexico, Paraguay, and Guyana; researched environmental issues; learned social and biological science research methods; met with conservation leaders around the world; and conducted audience research for conservation.

I am now looking for a position where I can use design thinking and user experience research on a project related to the environment. Working at ABT Global to support user research and design for an EPA grants program for Community Change Environmental Justice sounds like an exciting opportunity. I would love to discuss this position and my qualifications with you more.

Please visit my website at [LynneVenart.com](http://LynneVenart.com) to learn more about me, and get in touch.

Thank you,

Lynne Venart

# Lynne Venart

[www.LynneVenart.com](http://www.LynneVenart.com) | [lvenart@gmail.com](mailto:lvenart@gmail.com) | (571) 213-6717

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Hello!

I am writing to apply for the Senior User Researcher position at Olympus.

I have spent my career collaborating with teams to create digital products that make the world a better place. I am currently the Senior User Experience Designer and Researcher at the U.S. Holocaust Memorial Museum in Washington, DC. In this role, I have served as the user experience lead on over 15 digital projects, where I conduct qualitative and quantitative research, lead design thinking workshops, conduct competitive analyses, recruit participants, write findings reports, and more. I thrive on collaboration, flexibility, and open communication.

Over the last nine years, I've also been immersed in environmental and biological science, working with the IUCN Species Survival Commission to build and grow a network of community-based conservation organizations through the Lemur Conservation Network as a volunteer. I've used my spare time to grow my environmental science knowledge, and completed a Master's degree in Biology in 2022. For my degree, I conducted field research in Mexico, Paraguay, and Guyana; researched environmental issues; learned social and biological science research methods; and conducted audience research about environmental issues.

I am now looking for a Senior User Researcher position at a science-focused organization that works for the greater good. This position at Olympus sounds like a great fit, and I would love to discuss this position and my qualifications with you more.

Please visit my website at [LynneVenart.com](http://LynneVenart.com) to learn more about me, and get in touch.

Thank you,

Lynne Venart