

Shriya Chennuru

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UX Researcher with hands-on experience in user interviews, usability testing, and qualitative analysis. M.S. in HCI with a background in healthcare informatics and data visualization.

EDUCATION

DePaul University

Master of Science in Human-Computer Interaction

- **Relevant Coursework:** User Research Methods, Information Architecture, Data Analysis & Visualization

November 2025

Chicago, IL

Case Western Reserve University

Bachelor of Arts in Biology (Minors: Sociology & Chemistry)

December 2022

Cleveland, OH

CERTIFICATIONS

Salesforce Certified Platform Foundations

February 2026

UX PROJECTS & RESEARCH

Perch: Communal Workspace Finder App | Capstone Project

Fall 2025

- Conducted competitive analysis of 5+ workspace platforms, literature review, 4 cafe observations, 6 semi-structured interviews, and synthesized 50 Reddit responses using affinity diagramming and qualitative coding
- Designed information architecture and created interactive Figma prototypes, validated through tree testing with 8 participants (85% task success) and moderated usability testing, iterating based on findings

Social Connectedness Technology Research | User Research Methods

Spring 2025

- Conducted mixed-methods study with 8 scenario-based observations and 3 in-depth interviews to understand challenges in forming meaningful online friendships
- Analyzed qualitative data using AEIOU framework and affinity diagramming, coded transcripts in Atlas.ti to identify 5 key themes around barriers to sustaining digital friendships
- Synthesized findings into personas, user scenarios, journey maps, and prioritized design recommendations

WORK EXPERIENCE

JM Family Enterprises

Nov. 2024 – May 2025

Data Engineer (Contract)

Remote

- Developed Power BI dashboards and automated KPI reporting to visualize operational performance metrics and support data-driven decision-making for Agile teams
- Collaborated with Agile teams to iterate on data visualization designs surfacing performance trends

Oak Street Health

Oct. 2023 – Nov. 2024

Clinical Informatics Specialist

Chicago, IL

- Analyzed clinical workflows and documented patient encounters in EMR systems for 1,000+ patients, ensuring HIPAA compliance and data accuracy to support managed care operations
- Supported data workflows for clinical teams by processing referrals, entering orders, and maintaining data integrity across multiple systems

OSF St. Joseph Medical Center

Sep. 2021 – April 2022

Patient Care Liaison

Bloomington, IL

- Facilitated communication between patients and clinical staff in emergency department

RESEARCH & TECHNICAL SKILLS

- **Research & UX Methods:** Usability Testing, User Interviews, Contextual Inquiry, Surveys, Affinity Mapping, Journey Mapping, Persona Development, Competitive Analysis, Heuristic Evaluation, Qualitative Analysis
- **Design & Prototyping:** Wireframing, Low-to-High Fidelity Prototyping, Information Architecture
- **Tools & Platforms:** Figma, Miro, Atlas.ti, Excel, R, Power BI, Tableau, SQL, HTML/CSS, Salesforce
- **Additional:** Agile Collaboration, Design Thinking, Research Protocols