

LUCY DURAND

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Versatile UX researcher specializing in the design and evaluation of AI-augmented user experiences within complex, data-centric platforms. Adept at translating nuanced user behavior into strategic product direction, especially around generative AI, intelligent assistants, and human-AI tool integration for optimal collaboration. Known for designing high-impact studies that balance quantitative rigor with rich qualitative insight to guide product roadmaps and go-to-market strategies.

EXPERIENCE

SENIOR UX RESEARCHER; AI PRODUCTS & INTELLIGENCE SERVICES

Alteryx | Irvine, CA [Remote in Portland, OR]

OCTOBER 2021 - PRESENT

Executed foundational research to understand how advanced technical users approach problem-solving, collaboration, and AI tool adoption. Led a strategic study series to uncover how embedded AI features affect user performance across key tasks. Captured evolving perceptions of AI with a special focus on data security concerns. Managed niche user panels, internal and external, in Qualtrics and User Interviews to facilitate on-demand study recruitment. Facilitated the democratization and delegation of research and operations responsibilities to enhance collaboration and productivity within the Voice of the Customer Team. Acting AI Champion uncovering innovative approaches to improving employee efficiency with intelligent tools and integrations.

UX RESEARCHER

Userzoom | San Jose, CA

FEBRUARY 2019 – OCTOBER 2021

Design and complete moderated and unmoderated studies for various browser or app-based clients (common industries include retail, banking, gaming, healthcare, IT and academia) with a specialization in WCAG compliant accessibility. Developed an internal remote platform for user interviews with populations of users with disabilities.

UX RESEARCH ASSISTANT IV

Google (ATAP Division) | Mountain View, CA

JUNE 2017 – FEBRUARY 2019

Design and moderate studies; travel to conduct in-person focus groups, establish foundational personas for potential users; run data collection efforts for AI model training as well as for AR hardware/software consumers. Special projects included Jacquard (Google x Levis), Soli (Google Pixel).

EDUCATION

MASTER OF SCIENCE IN PSYCHOLOGY, EMPHASIS IN ENGINEERING

Oregon State University

JUNE 2021

- Courses include graduate level statistics, Inclusive Design, Cognitive Neuroscience, Psychometrics, Perception
- Research conducted using Tobi eye-tracking software; analyses completed using R and python
- GPA 3.8

Bachelor of Arts in Psychology received June 2017.

SKILLS

- Semi-structured interview
 - Unmoderated task-based TOL
 - Unmoderated click testing
 - Card sorting
 - Tree testing
 - A/B prototype testing
 - Heuristic evaluation
 - Generative co-design
 - Survey design
 - Benchmarking (SUS, UM-UX Lite & SUPR-Q)
 - Iterative testing (design sprints)
 - Significance testing
 - Creation of visualizations (R, Excel, Powerpoint)
 - Persona creation
 - Literature reviews
 - Script building
 - Design of research approach
 - Strong presentation skills
 - Thematic coding
 - Organizing and leading workshops
 - Interviewing UX Researchers
 - Mentoring interns and associate UXRs (partook in the Alteryx 2021 summer mentor program; 2023 women in executive leadership program)
 - Tool admin
 - Stakeholder management
 - Stakeholder interviews
 - Well versed in GDPR/PII compliance
 - Accessibility testing (WCAG compliance)
 - Fluent in French
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TOOLS

- Qualtrics
 - Userzoom/User Testing
 - User Interviews
 - Tremendous
 - Lucid
 - Airtable
 - Miro
 - Figma
 - Excel
 - Alteryx Designer
 - R
 - Vizard software
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