

Dr. Stephanie Orme

UX Manager & Researcher

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Highly accomplished UX Research Manager and Researcher with over a decade of experience conducting end-to-end research. Drives product innovation in the areas in AI and automation. Leads high-performing researchers for Fortune 500 companies.

Research

- Conducts studies for VP-level and key OKR research workstreams for major tech clients, including:
 - Dedicated lead UXR for a Google VP-level workstream
 - Led 16 VP-level studies for a forthcoming AI-powered product across 9 months
 - Conducted foundational, generative and evaluative research that informed the MPV product and long-term feature roadmap
 - Lead UXR on "color, material, finish" study for Bose's first-to-market open-ear audio product launched in 2024:
 - Directly informed CMF decisions and de-risked launching an audio product with a unique form factor, leading to positive market reception
 - Lead UXR on a persona and journey mapping study for Equinix, a world-class colocation and digital infrastructure company to help inform client's product-led growth strategy:
 - Conducted interviews with stakeholders across several key product areas to identify key OKRs, current customers, and opportunities
 - Ran a cross-functional stakeholder workshop to co-create a survey to assess current and prospective customer attitudes and behaviors
 - Generated 5 new personas and journey maps to represent client's current and prospective customers
 - Informed client's strategy for product-led growth without alienating existing customer base
- Experienced with a variety of UXR methods: moderated and unmoderated interviews, benchmarking, personas, journey mapping, A/B testing, card sorting, survey design, etc.
- Exceptional verbal communicator, able to translate insights across cross-functional stakeholder teams, and experienced presenting to high-ranking stakeholders
- Effective written communication skills, demonstrated through comprehensive research reports with clear, actionable insights

Leadership & Management

- Leads and mentors junior through senior level researchers, upskilling them in methods and overall best research practices
- Leads the oversight of multiple research teams supporting Google workstreams, driving the production of high-quality research and actionable deliverables
- Manages one of Google's rapid research programs serving 4 product spaces:
 - Handles project management for 3 UXR's operating on 3-week study cycles, producing an average of 25 studies a quarter

- Triage all incoming study requests, prioritizing key OKRs, and manages the resourcing of rapid team UXRs to projects
- Made several improvements to the program in the first quarter managing, including streamlining the study request and triage process, creating new documentation and templates to standardize processes and deliverables, and increasing the overall quality of research insights
- Creates onboarding playbooks for researchers and managers, templates to standardize research deliverables, and collaborates on training materials to upskill researchers
- Manages vendors and stakeholders across global time zones
- Interacts regularly with internal C-suite team on company strategy and performance
- Current board member and programming chair of UXPA Boston, the local chapter of UXPA International
 - Organizes monthly speaker series and social events
 - Co-planner of the annual UXPA Boston User Experience Conference

EMPLOYMENT HISTORY

UX Manager / UX Researcher

Key Lime Interactive, Remote

May 2022 – Present

Lecturer

Emmanuel College, Boston

Emerson College, Boston

Suffolk University, Boston

Curry College, Milton, MA

Aug 2019 – May 2022

Aug 2018 – Dec 2019

Sep 2017 – May 2019

Sep 2017 – May 2019

EDUCATION

Doctor of Philosophy (Ph.D.) – Mass Communication

Penn State University, University Park, PA

Aug 2014 – May 2018

Master of Arts (M.A.) – Communication

Suffolk University, Boston, MA

Aug 2010 – Dec 2011

Bachelor of Science (B.S.) – Communication

Illinois State University, Normal, IL

Aug 2006 – May 2010