


Kenna Pezzi

 kennapezzi.com

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User researcher and designer with 5 years of experience in research and 10 years in customer service. Committed to leveraging diverse expertise to create intuitive and user-centered designs that enhance digital interactions.

EDUCATION

Rochester Institute of Technology August 2023 - August 2025 4.0 GPA

Pursuing Master of Science (M.Sc.) in Human-Computer Interaction.

Relevant coursework: Information & Interaction Design, Usability Testing, HCI Research Methods, Foundations of HCI, Foundations of Web Technologies I & II, Current Topics in HCI

Liberty University June 2023 - August 2023 4.0 GPA

Completed bridge courses for admission to Rochester Institute of Technology.

Relevant coursework: Computer Science, Object-Oriented Programming

Western Washington University September 2014 - June 2018 3.3 GPA

Completed B. Sc. in biology & minor in anthropology.

Relevant coursework: Statistics, Anthropology, Biology Research, Calculus, Chemistry, Physics

SKILLS

Research interviews, surveys, ethnography, personas, story boarding, accessibility testing, task analysis, AI integration

Technical HTML & CSS, JavaScript, PHP, Java, Python, statistical analysis, database use and access

TOOLS

Figma, Adobe Creative Suite, Microsoft Office, Sketch, Canva, CMS hosting, MySQL, R

PROFESSIONAL EXPERIENCE

Research Associate New York University April 2019 - June 2020

Designed and assisted with experiments on the genetic regulation of vasculature development for the lab of Dr. Jesús Torres-Vázquez. Independently tested protocol modifications, analyzed results, and effectively communicated findings in collaborative environments. Maintained 1000 sq. ft. aquatic system, demonstrating strong organizational and technical skills.

Barista Seattle, New York City 2014 - Present

Cultivated excellent interpersonal and communication skills with customers and diverse teams. Noted and implemented improvements for intuitive flow of operations and exceptional customer experience. Managed and prioritized multiple tasks at a fast pace and adapted to changing customer preferences. Developed an understanding of human behavior and decision-making with keen observation skills.