




# CHRIS COSTA

## UX RESEARCHER

### CONTACT

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### EDUCATION

#### UX RESEARCH CERTIFICATION

Awari - 2021

#### PHARMACIST

University Vale do  
Rio Doce - 2004-  
2008

#### QUALITY AND PRODUCTIVITY MANAGEMENT

Instituto Euvaldo Lodi -  
2016-2019

### ABOUT

I'm a UX Researcher driven by curiosity and optimism, currently residing in Canada. My role involves conducting design research to uncover user problems and transform insights into actionable product improvements.

I have experience in team leadership and conflict resolution, enabling effective collaboration. I'm known for my strong listening skills and effective communication.

### EXPERIENCES

#### UX RESEARCHER

Creditas Fintech | Brazil-Mexico-Spain

Oct 2021- Current

- I work in the research area, contributing to the creation of sprints, personas, and blueprints. Applying user-focused methodologies. Daily duties:
- Develop and participate in the creation of roadmaps for qualitative and quantitative research.
- Analyze and interpret the data acquired from users.
- Understand the importance of the research on the entire business in order to take strategic actions based on user experience.
- Work together with the design team to achieve more assertive results.
- It's worth noting that the company I work for specializes in a range of products, including loan consolidation, car financing, car sales, loans secured by cars and houses, and car insurance. This experience further bolsters my ability to tailor research insights to the specific needs of these product lines.

#### UX RESEARCHER

APP Delivery Pharma | Brazil

Mar 2021 - Aug 2021

- Responsible for conducting user research, employing qualitative methodologies, performing data analysis, and delving deeper into user interviews to enhance the e-commerce product.

## TOOLS

Miro  
Survey Monkey  
Confluence  
Hotjar  
Maze  
Jira  
Figma  
SQL

## SOFT SKILLS

Critical thinking  
Active listener  
Apprentice  
Easy to adapt  
Open mind

## IDIOMA

Native Portuguese  
Intermediary English

## EXPERIENCES

### BIOCHEMICAL MANAGER

LMULE Group | Brazil

Mar 2014 - Aug 2017

- Responsible for the clinical analysis laboratory in the largest public hospital Espírito Santo - Jayme Santos Neves
- Set goals based on requirements, measure and track results
- Technically validate reports
- Hospital internal auditor targeting patient better experience
- Achieved ISO9001 and ONA level 1 and level 2 under my management.

### BIOCHEMICAL PHARMACIST

Evangelico Hospital of Vila Velha| Brazil

Fev 2011 - Mar 2014

- Biochemist responsible for the clinical analysis laboratory at the Evangélico Hospital of Vila Velha
- Release of laboratory results safely and assertively
- Monitor requests for urgent exams
- Validate reports technically
- Achieved ISO9001 and ONA level 1 and level 2.

## CERTIFICATIONS

### DATA ANALYTICS BOOTCAMP

Jumpstart - 2023

### DATA AND QUANTITATIVE RESEARCH

Learn Design - 2022

### INTERNATIONAL CERTIFICATION UX-PM

UX Alliance - 2022

### UX RESEARCH AT SCALE: SURVEYS, ANALYTICS, ONLINE TESTING

University of Michigan - 2021



**UX RESEARCHER**