

Grace Bakuwa
(713) 391-9306 | mgracebakuwa@gmail.com |
<https://www.linkedin.com/in/grace-bakuwa-b46255271>
Eligibility: U.S. Citizen

SKILLS

UX Research • Agile & Scrum • Stakeholder Engagement • Strategic Planning • Data Analysis • User Testing • Content Strategy • Visual Design • Salesforce • Policy Communications

EDUCATION

University of Texas at Dallas, Richardson, TX
Bachelor of Arts in Arts, Technology, and Emerging Communications- 2025

Houston Community College, Houston, TX
Associate of Arts in Multidisciplinary Studies- 2024

PROFESSIONAL EXPERIENCE

Workforce Development Researcher, *Stemuli, Remote*
Jan 2022 – Jan 2025

- Led UX research initiatives on STEM-related platforms, identifying user pain points through usability testing, surveys, and interviews.
- Served as UX Research Lead in capstone research course; presented user research and case studies to C-Suite leaders.
- Applied Agile methodologies to iterate on research findings and product development across multiple teams.

Key Projects:

- **State Farm:** Conducted in-depth research to evaluate and enhance employee development education courses.
 - Recommended improvements to the badge credentialing system based on employee feedback and usage trends.
- **Chime:** Collaborated with cross-functional teams to design and optimize a new hire onboarding education program.

- Conducted interviews, content audits, and engagement analysis to align onboarding resources with user needs.
- **GlobalEd:** Led market research into international roles, in-demand skills, and pay rate benchmarks for global development programs.
 - Supported GlobalEd's mission to democratize international education by producing data-backed recommendations for skill-building initiatives.

Product Expert, *Working Solutions, Remote*

Aug 2021 – Apr 2025

- Provided customer and product support, improving resolution rates and software usability outcomes.
- Analyzed Salesforce data to identify pain points and generated recommendations for technical support processes.

Associate, *World Financial Group, Houston, TX*

Dec 2019 – Aug 2021

- Exceeded sales benchmarks by developing client trust through personalized financial solutions.
- Applied strategic insights from training seminars to improve regional customer acquisition strategies.

RELEVANT COURSEWORK & PROJECTS

UX Research Capstone – Role: UX Research Lead

- Led design and testing of an educational STEM game targeting college learners.
- Synthesized findings into a stakeholder presentation delivered to C-level decision-makers.
- Applied mixed-method research including A/B testing, usability studies, and interviews.

UI Design – Project: "Ignite"

- Developed a student-focused financial literacy app with an emphasis on accessibility and user flow.

Operations Research

- Applied Agile, TQM, Six Sigma, and Lean methodologies to public-private operations analysis.

- Produced optimization strategies for government service delivery in transportation and logistics.