

# AMANDA ACQUAIRE

✉ amanda.acquaire@gmail.com

☎ (201) 669-9221

## Education

Northwestern University  
Evanston, IL | 2022 – present  
M.S., Engineering Design Innovation

Middlebury College  
Middlebury, VT | 2011 – 2015  
B.A., Economics & Psychology

## Skills

Empathy  
Collaboration  
Data Analysis  
A/B Testing  
User Interviewing  
Usability Testing  
Design Research  
Service Design

## Tools

●●●● SQL  
●●○○ Tableau  
●●○○ Qualtrics  
●○○○ Figma  
●●○○ MURAL  
●●○○ Microsoft 365 suite

## Activities

Co-Founder | Summer Studio  
Segal Design Institute  
Northwestern University

Student Facilitator | I2I Hackathon  
Innovate2Impact  
Lurie Children's Hospital of Chicago

Design Coach | Ethics & Identity in Design  
Segal Design Institute  
Northwestern University

Facilitator | Student Health Leaders  
Center for Food Allergy & Asthma Research  
Northwestern Medicine

## Experience

Northwestern Medicine | Intervention Design Intern  
Chicago, IL | Jun 2023 – present

- Interviewed patients, caregivers, and clinicians to assess user needs and requirements for a chronic opioid use assessment and screening tool for adolescents with inflammatory bowel disease
- Developed the interface for the tool, from start to finish (strategy, research, design, testing, implementation) as the embedded design expert in a research lab at an academic medical center
- Facilitated co-design synthesis and prototyping sessions with a cross-functional scientific research team, patients, and clinicians

Fidelity Investments | CoE Member, Service Design & Delivery  
Boston, MA | Apr 2020 – Oct 2022

- Analyzed associate usage of digital workplace tools (e.g. Teams, Zoom) to prioritize opportunities for process improvements and employee education programming
- Devised learning challenges to create feature awareness and incentivize higher quality engagement with digital tools
- Created and facilitated software tutorials for teams shifting to Agile practice

Fidelity Investments | Data Analysis & Insights Analyst  
Boston, MA | Dec 2017 – Apr 2020

- Developed an executive dashboard, requiring understanding leaders' needs and assembling their ideas into a unified product
- Conducted A/B testing on homepage content to increase customer engagement and satisfaction
- Acted as personalization data expert for a multiple source data acquisition and structuring project
- Redesigned the production process for over 5,000 quarterly reports used by external clients with assets up to \$15B

Fidelity Investments | Business Analyst, Customer Analytics  
Boston, MA | Jan 2016 – Dec 2017

- Published quarterly dashboards which provided over 1,000 business partners invaluable insights into behavior and trends on over 20 million participants spanning 20 years
- Produced analyses on 401(k) savings behaviors that were published in New York Times, CNBC, Washington Post, and others
- Developed and implemented improved methodology for cleaning datasets to allow for more accurate analysis of client behaviors