

SARA INGHAM

Information Architect & User Researcher

Seattle, WA

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EMPLOYMENT HISTORY

- 2017–Present **Information Architect & User Researcher**
[Factor](#)
- 2011–2014 **Technical Services Specialist**
BioControl Systems (now [MilliporeSigma](#))
- 2010–2011 **Quality Control Technician**
BioControl Systems (now [MilliporeSigma](#))
- 2005–2010 **Microbiologist**
[IEH Laboratories & Consulting Group](#)
- 2005–2005 **Laboratory Technician**
[Washington State Department of Health Public Health Laboratories](#)
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RECENT WORK

User Research

In this role, I'm responsible for everything from the initial needs assessment, project cost estimation, and study design to the logistics (recruiting, scheduling, and honorarium fulfillment). I use a variety of generative and evaluative methodologies, including contextual inquiry, usability studies, and diary studies.

I incorporate user research into my IA work whenever possible. Clients who may have initially been skeptical of user research for IA have later said that it was one of the most valuable outcomes of our engagements.

Information Architecture (IA)

I've designed metadata schemas and navigation frameworks for websites and apps for clients such as Expedia and Funko. I've also consulted on content/systems migrations and workflow/tasks analysis projects.

I particularly enjoy the conceptual modeling work that happens prior to any kind of visual/UI design. IA, to me, should always start with defining the user needs and workflows, followed by defining the core system objects, attributes, and relationships that support them.

SPEAKING/WRITING

- Upcoming **Health Check: Auditing & Improving Metadata & Taxonomy Quality**
Presentation at [Taxonomy Bootcamp](#)
- 2022 **Observation To Insight: Interpreting Qualitative User Research For IA**
Presentation at [Taxonomy Bootcamp](#)
- 2022 **The Role of Taxonomies in Content Publishing Workflows**
Article on [Factor Blog](#)
- 2019 **Beyond the Data: User Research for Complex Information Challenges**
Presentation for [Factor Webinar](#)

EDUCATION

- 2017–2017 **Certificate: User Experience**
[School of Visual Concepts](#)
- 2000–2004 **BA/BS: Molecular Biology, Cognitive Science**
[The Evergreen State College](#)

SKILLS

- I'm good at asking questions, I ask a lot of questions, and I'm never afraid to ask questions.
- I'm a decent writer, and a good presenter (in both designing presentations and delivering them).
- I take ownership of tasks and proactively identify and resolve issues without constant supervision.
- I adapt well to changing demands.
- I'm familiar with industry standard taxonomy/ontology management tools such as Synaptica, PoolParty, and Protege.
- I'm familiar with most visual and UI design tools (Adobe, Figma, etc.), and I pick up new software tools very quickly. (My favorite tool at the moment is Miro, which I use for everything from diagramming to workshop facilitation to user research analysis.)
- I know a little HTML/CSS, Python, and R.

Other skills: Communication (written, verbal, and visual), data analysis and visualization (Excel, Tableau), user-centered design, information architecture, taxonomy, ontology, metadata design, UI design, UX design, illustration, qualitative user research, personas, journey maps, user flows, wireframes, interactive prototypes, diagramming, roadmaps, data governance, workshop facilitation, digital records and data management, technical content strategy, business operations, marketing operations, quality management systems.