

Christopher Letteer

User Experience Researcher

EXPERIENCE

User Experience Researcher

Sleeper

Aug 2023 - Oct 2024 - 1 yr 3 mos, Portland, OR

- Led user research and assisted product management for new Fantasy Soccer game which acquired 100k+ users
- Led branding exercises ahead of re-brand and graphic design refresh
- Created user personas for use by all teams through stakeholder and user interviews, assisted with data clustering of existing users
- Identified key markets and promotion types increasing sports-betting users and revenue
- Established data monitoring process for new feature validation

User Experience Research Intern

Sleeper

May 2023 - Aug 2023 - 3 mos, Ann Arbor, MI

- Improved KYC success rates by 10% through usability testing and interview findings
- Validated tab-based redesign of mobile app ahead of launch
- Established competitor monitoring process for sports-betting product to guide growth and promotion decisions

Lead UX Researcher

Madest Studio

Jan 2022 - June 2023 - 1 yr 5 mos, Ann Arbor, MI

- Designed and conducted interviews, surveys, and usability tests
- Established priority of new features and data hierarchy in Glassbiller software suite
- Assisted design of Glassbiller mobile and desktop apps in Figma

EDUCATION

Master of Science in Information, UX Research and Design

University of Michigan

2021, Ann Arbor, MI

Bachelor of Arts, International Studies

University of Michigan

2018, Ann Arbor, MI

chrisletteer.com

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Portland, OR

Skills

Interviews

Survey Design

Heuristic Evaluation

Accessibility

Usability Testing

Data Monitoring

User Personas

Competitor Benchmarking

Wireframing

UX Design

Quality Assurance

Tools

Figma

LogRocket

Amplitude

AppsFlyer

UserTesting

Qualtrics

Maze

Languages

English (native)

Korean (intermediate)

French (intermediate)

Links

linkedin.com/in/christopherletteer/

parkwayandcolumbia.bandcamp.com