Lisa Sawyer
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Hudson, NH | Staff UX Researcher | UX Design & Research Leader

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SUMMARY

UX research and design leader with 20+ years of experience driving strategic insights for enterprise SaaS and PaaS platforms. Proven track record in building research teams, establishing research operations, and delivering high-impact insights that influence product direction. Skilled at generative and evaluative methods, stakeholder alignment, and cross-functional collaboration.

EXPERIENCE

Snyk
Staff UX Researcher
Boston, MA | Dec 2024 – June 2025
Snyk is a developer-first security platform helping software teams find and fix vulnerabilities.

- Designed and launched a UX research metrics framework to track sentiment, usability, and NPS across key user journeys.

- Led onboarding research to align product strategy with user needs, driving improvements in activation metrics.

- Created a customer research panel program that improved recruitment speed and access to key personas.

- Conducted mixed-methods research (interviews, surveys, usability testing) to uncover product opportunities.

- Facilitated workshops and stakeholder training through the internal Product Academy to evangelize UX research.

Quickbase
Senior Research Manager, Senior UX Manager, Principal Interaction Designer, Senior Interaction Designer
Boston, MA | April 2016 – Dec 2024
Quickbase is a no-code platform enabling teams to build custom applications.

- Built and led Quickbase's first UX research team; hired and mentored researchers to scale research support across 15 agile teams.

- Designed and implemented research operations including prioritization frameworks and tools to streamline study execution.

- Partnered with product leadership to align research insights with AOP planning and roadmap prioritization.

- Championed the Quickbase design system (Bebop) across scrum teams and maintained UX quality through governance.

- Increased UX team engagement score to 94% in year one through coaching, onboarding improvements, and process clarity.

- Led cross-functional efforts to modernize the Quickbase UI over a multi-year initiative.

- Delivered insights on mobile redesign, relationship builder overhaul, and app builder innovation through hands-on research and design.

Inflexxion Inc.
Principal UX Architect
Newton, MA | May 2011 – Dec 2015
Led UX for behavioral health and chronic pain digital products.

- Planned and conducted research to assess new markets and optimize product usability.

- Collaborated with product, clinical, and engineering teams to shape experience and product strategy.

- Designed wireframes, prototypes, and use cases for new product features.

- Mentored junior designers and guided the team through UX best practices.

AMP Agency (formerly Pixel Bridge)
User Experience Architect
Boston, MA | Oct 2007 – May 2011

- Sole UX lead across multiple high-profile client engagements (Harvard, Comcast, Joslin Diabetes Center).

- Delivered IA, wireframes, prototypes, and conducted user testing sessions.

- Presented research findings and design solutions to executive stakeholders.

Molecular Inc.
Web Interface Designer
Boston, MA | Jan 2007 – Oct 2007

- Delivered visual designs and HTML prototypes for major client websites.

- Partnered with UX teams on wireframes and usability testing.

StillSecure
Web Application Engineer
Louisville, CO | Aug 2002 – Sep 2005

- Designed UI and front-end code for enterprise security products.

- Led Safe Access design effort; conducted user interviews and translated needs into product features.

Earlier Roles:
Web Designer roles at WhippleHill, Razorfish (1999-2002)

EDUCATION
Alfred University, NY – BFA, Graphic Design & Photography (Minor: Art History)
Bentley University, MA – Usability Boot Camp Certificate (2008)

UX RESEARCH EXPERTISE
Mixed-methods research • Generative & evaluative studies • Usability testing • Survey design • Journey mapping • Heuristic evaluation • JTBD framework • Benchmarking • Research operations • Stakeholder alignment • UX metrics (SUS, CES, NPS)

TOOLS & SOFTWARE
Dovetail • UserTesting • User Interviews • Figma • Airtable/Quickbase • Google Workspace • Jira • Confluence • Gemini • ChatGPT • Notebook LLM • Microsoft Office Suite