

PAIGE TOWNSEND

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Human-Computer Interaction student with hands-on experience leading end-to-end user research involving interviews, usability testing, and synthesis to build accessible, user-centered product designs.

EDUCATION

University of California, Irvine

Jun 2027

B.S. in Informatics — Human-Computer Interaction Specialization

Relevant Coursework: Data Management, Human-Computer Interaction, Data Visualization, Project Management, Application Design

SKILLS

Research Methods: User Interviews, Usability Testing, Survey Design, Concept Testing, Competitive Analysis, Persona Development

Design Tools: Figma, FigJam, Wireframing, High-Fidelity Prototyping

Technical: Python, Java, HTML, CSS, JavaScript, MySQL, Web APIs

PROFESSIONAL EXPERIENCE

INsite

Aug 2025 – Present

UX Researcher and Designer, Interdisciplinary Research Fellow

Irvine, CA

- Lead user research with professors to identify accessibility needs, translating findings into Figma wireframes and mockups.
- Partner with a PhD student to translate ML-flagged deictic phrases into accessible visual feedback for lecture recordings.

Key Project

- Design and prototype a dashboard that **visualizes inaccessible language** in recorded lecture videos.
- Conduct usability testing interviews with professors to **validate accessibility and user flow**.
- Iterate on dashboard information architecture based on usability findings, **prioritizing clarity** for non-technical faculty users.

UCI Division of Teaching Excellence and Innovation (DTEI)

Sep 2025 – Present

Digital Accessibility (Consultant → Supervisor → Project Manager)

Irvine, CA

- Lead and mentor a team of 10+ consultants, setting the standard for **WCAG-aligned** remediation across **42 courses and 44 faculty members**.
- Coordinate **156 consultation sessions** supporting **133 faculty members**, scoping requests and prioritizing workload across the team.
- Support faculty trainings on YuJa Panorama and accessibility workflows (assisting with Q&A and hands-on practice) to improve adoption of **inclusive teaching practices**.

CCC Security Center

Jul 2025 – Sep 2025

SOC Analyst Intern

Santa Clarita, CA

- Led a team in conceptualizing a Python script leveraging BitSight APIs to automate cybersecurity **threat detection**, applying open-source intelligence tools to **investigate incidents across 116 schools** state-wide.

PROJECTS

FUSION ICS Project — Kain Na!

Nov 2025 – May 2026

- Partnered with a 4-person design team to conduct user research and design UI for a cultural connection platform linking Filipino Americans to their heritage through food.
- Led user interviews to uncover community needs, shaping a family-recipe-centered concept grounded in real user stories.
- Designed a recipe card pop-up component surfacing key context at a glance — creator, prep duration, and dish origin.
- Built an **ingredient substitution search feature**, prioritizing clarity and accessibility for novice cooks navigating unfamiliar ingredients.
- Delivered a fully functioning Figma prototype, integrating all components into a cohesive, end-to-end testable experience.

Quizlet Interface Redesign — Student Verification Feature

Nov 2023

- Led UX research to redesign Quizlet by introducing a Student Verification feature, enabling verified students to mark study sets as accurate and trustworthy.
- Conducted user interviews to understand pain points around content credibility, then synthesized insights into personas, task flows, and **verification-driven user journeys**.
- Designed wireframes and high-fidelity mockups for the verification badge, voting interaction, and search-page sorting by “Most Verified,” **improving discoverability** of reliable study sets.

LEADERSHIP

Hack at UCI — Corporate (Intern → Organizer → Co-Director)

Nov 2023 – Mar 2026

- Manage relations and communication with **80+ sponsors** to **fundraise \$39,000+** for events with **400+ participants**.
- Mentor new 8+ organizers and **standardize sponsorship processes** through documentation and outreach pipelines.

VenusHacks — Co-President

Jul 2024 – Jul 2025

- Directed a 40+ student team for UCI's **only women-centric hackathon** (200+ annual participants) and oversaw a \$10,000+ budget.