Christopher Letteer

User Experience Researcher

EXPERIENCE

User Experience Researcher

Sleeper

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

• Planned and executed quantitative and qualitative research on Sleeper's Fantasy and DFS products
• Established data monitoring process and setup dashboards for feature validation
• Led user research for new Fantasy Soccer game
• Identified key markets and promotion types to improve DFS products

User Experience Research Intern

Sleeper

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

• Designed and conducted user interviews, surveys, and user tests
• Improved FTU onboarding and KYC success rates by 10% and 15% respectively
• Benchmarked competitors for design and growth teams

Lead UX Researcher

Madest Studio

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

• Designed and conducted user research and usability testing
• Utilized methods including interviews, surveys, observational studies, and moderated and unmoderated testing
• Presented findings to Glassbiller stakeholders to guide design
• Assist in UX design informed by research results

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
letteerc@umich.edu
810-772-8469
Portland, OR

UX Research

Interviews
Survey Design
Heuristic Evaluation
Accessibility
Usability Testing
Data Monitoring
User Personas
User Segmentation
Competitor Benchmarking

Tools

Figma
LogRocket
Amplitude
AppsFlyer
UserTesting
Qualtrics
Maze

Languages

English (native)
Korean (intermediate)
French (intermediate)

Social

linkedin.com/in/christopherletteer/
parkwayandcolumbia.bandcamp.com