

Chloe Gilmore

317- 435- 1219 | Chloeng0828@gmail.com | ***Willing to Relocate***

RELEVANT PROFESSIONAL EXPERIENCE

Brooksource (Contracted by Eli Lilly)

Indianapolis, IN

UX Researcher

Feb 2025 – Present

- Translate research findings into insights that shape **product strategy** and user experience.
- Conduct **mixed-method usability benchmarks** on high traffic medicine websites.
- Facilitate **moderated user interviews** for critical internal tools.
- Synthesize mixed-methods data into clear, compelling narratives, ensuring insights were both impactful and implementable.
- Manage stakeholder relationships by aligning with **business goals and product objectives**.

Brooksource (Contracted by Eli Lilly)

Indianapolis, IN

UX Operations Specialist

Feb 2025 – Jun 2025

- Spearheaded workflow enhancements for 100+ employees, which clarified responsibilities, reduced bottlenecks, and elevated the team's ability to **deliver high-impact outcomes** that align with business needs.
- Navigated enterprise systems to support operational strategy and reporting.
- Fostered **cross-functional partnerships** to translate research and performance data into trackable **performance metrics**.
- Mentored team members by offering hands-on guidance and refining processes to boost quality, efficiency, and morale.

Core Spaces

West Lafayette, IN

Social Media Mogul (Social Media Manager)

Oct 2022 – Jun 2024

- Utilized results from **survey** tools and **interview** methods to generate intentional social content, resulting in over **2 million dollars** in revenue generated.
- Crafted engaging customer **personas** through social media posts that aligned with contemporary trends and brand identity, boosting engagement by over **150%** across Instagram and TikTok.

Purdue University

West Lafayette, IN

Design and Innovation Competition Participant (2nd place)

Jan – May 2023

- Conducted interviews with healthcare professionals to develop a design based on stakeholder needs.
- Delegated tasks to group members using **Gantt charts and Microsoft Teams** to meet project deadlines.
- Collaborated with engineers and UX designers to develop a product that mitigates sundowning symptoms in patients suffering from dementia.
- Presented project findings to a diverse board of judges to demonstrate use and importance of our design.

EDUCATION

Purdue University, College of Liberal Arts

West Lafayette, IN

Bachelor of Arts, Anthropology, GPA 3.8

Aug 2020-May 2024

Minors: Spanish | Studio Arts | Innovation and Design

Achievements: Presidential Scholarship | Personal Research Grant | User Experience Research Scholarship

University of Balearic Islands

Mallorca, Spain

Study Abroad, Spanish Politics, Society and Art, GPA 4.0

Jun – Jul 2022

College Year in Athens

Antiparos, Greece

Archaeological Field School, GPA 4.0

May – Jul 2023

TECHNICAL SKILLS

Figma

Contentful

NNG Standards

UserTesting

Microsoft Tools