

RENEE ALBRECHT-MALLINGER

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Design researcher, strategist, storyteller, and leader. Seeking connections with organizations who want to imagine and work towards a better world.

EXPERIENCE

February 2025 - Present

Senior Manager, Design Research McDonald's

Guiding global research for customer-facing technologies for one of the world's most recognizable brands. Developing and prototyping hardware and software solutions for self-service products on 2-, 5- and 10-year timelines. Leading generative and evaluative research for cutting-edge, accessible UI solutions in kiosk, mobile, and drive-thru.

July 2022 - January 2025

Researcher and Program Strategist MBTA

Created long-term strategies for user-centered payment on the nation's oldest public transportation system. Led UX research for cross-functional product teams building on-time performance management tools for bus and rail. Developed service blueprinting aids to support UX designers, engineers, and product managers as they develop, prioritize, and implement changes to fare platforms.

August 2020 - November 2022

Research Lead Greater Good Studio

Planned and executed research, managed client relationships, co-created strategies and solutions, and built organizational capabilities in health, education, and public policy. Developed frameworks for impact assessment. Designed and delivered workshops on research, synthesis, co-design, and storytelling.

July 2018 - November 2022

Senior Design Researcher IA Collaborative

Developed and applied bespoke research and synthesis methods for automotive, hospitality, logistics, education, and pharmaceutical companies. Collaborated with graphic, interaction, content, and product designers to develop and test people-centered solutions across brand, digital, product, service, and systems.

June 2007 - June 2015

Instructional Coach and Educator Chicago Public Schools, Perspectives Charter Schools

Developed and maintained action research practices in middle and high school classrooms. Designed and delivered math and technology learning experiences for urban schools. Managed and coached a team of seven mathematics educators.

EDUCATION

Chicago, IL

Master of Design

IIT Institute of Design

Evanston, IL

Master of Science, Education

Northwestern University

Santa Fe, NM

Bachelor of Arts, Liberal Arts

St. John's College

PRESENTATIONS & PUBLICATIONS

PRIMER, Virtual, 2020

Post-human scenarios and participatory design

ALA Midwinter Conference, Philadelphia, PA 2020

Reading Groups, Speculative Design, and Wicked Problems

Anticipation, Oslo, Norway 2019

Notes from the Sea: Critical design, posthumanism, and anticipation

Annals of Internal Medicine, 2019 (contributor)

Development of a Framework and Tool to Facilitate Cost-of-Care Conversations With Patients During Prenatal Care

Academic Design Management Conference, London, UK, 2018

Reimagining Home Confinement