

# RENEE ALBRECHT-MALLINGER

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Service designer, problem-solver, storyteller, and leader. Seeking connections with people who want to imagine and work towards a better world.

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## EXPERIENCE

### Service Designer & UX Researcher Massachusetts Bay Transit Authority

Boston, MA (Remote), 2022-present

- Developing cohesive strategy for an equitable user-centered payment experience in the context of a complex ecosystem of fares products, payment infrastructure, vendors, and transit modes. Using service blueprinting to support UX designers, engineers, product managers, and project managers as they develop, prioritize, and implement changes.
- Leading discovery and strategic design on a cross-functional product team developing new on-time performance management tools.
- Facilitating alignment workshops and current / ideal journey mapping exercises with key stakeholders in cross-departmental efforts between innovation, technology, policy, marketing, and operations staff.
- Mentoring researchers and designers in the innovation department.

### Design Research Lead Greater Good Studio

Chicago, IL, 2020-2022

- Led teams through from discovery through prototyping on social impact projects as both project manager and content lead.
- Planned and executed research, managed client relationships, co-created strategies and solutions, and built organizational capabilities to address some of society's toughest challenges in health, education, and public policy.
- Developed frameworks for impact assessment and supported business development.

### Senior Design Researcher IA Collaborative

Chicago, IL, 2018-2020

- Developed and applied creative research and synthesis methods to uncover insights and unmet needs.
- Collaborated with graphic, interaction, content, UX, and product designers to develop people-centered solutions across brand, digital, product, service, and systems.
- Created and supported company-wide initiatives on equity, inclusion, and justice.

### Mathematics Educator, Instructional Leader Perspectives Charter Schools and Chicago Public Schools

Chicago, IL, 2007-2015

- Designed and delivered math and technology learning experiences for urban schools.
- Managed a team of up to seven educators.
- Coached educators in math, literacy, and cultural competency.

### Lead Teacher University of Chicago, Urban Teacher Ed Program

Chicago, IL, 2011-2013

- Developed and taught an original non-Euclidean and transformational geometry curriculum.
- Mentored pre-service teachers.

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## EDUCATION

### IIT Institute of Design Master of Design

Chicago, IL, 2018

### Copenhagen Institute of Interaction Design

#### Summer School

Copenhagen, Denmark, 2014

### Northwestern University Master of Science in Education

Evanston, IL 2010

### St. John's College Bachelor of Arts, Liberal Arts

Santa Fe, NM, 2007

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## AWARDS AND PUBLICATIONS

### Post-human Scenarios & Participatory Design

#### PRIMER 2020

Virtual conference, 2020

### Reading Groups, Speculative Design, & Wicked Problems

#### ALA Midwinter Conference 2020

Philadelphia, PA 2020

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

#### Anticipation 2019

Oslo, Norway 2019

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

#### Annals of Internal Medicine

Chicago, IL 2019 (contributor)

### Reimagining Home Confinement Academic Design Management Conference

London, England 2018

### Notes from the Sea 2218

#### Biodesign Challenge

New York, NY 2018

### StorySLAM winner The Moth

Chicago, IL 2012-2014