

# RENEE ALBRECHT-MALLINGER

renee@nightheron.studio | 1.773.517.9395 | reneelynn.com

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

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## EXPERIENCE

### Lead Strategist and Researcher

#### Massachusetts Bay Transit Authority

Boston, MA (Remote), 2022-present

- Facilitated knowledge-brokering workshops to build stakeholder alignment around a cohesive vision for an equitable, user-centered payment experience in the context of a complex ecosystem of fares products, payment infrastructure, vendors, and transit modes.
- Developed service blueprinting tools to support UX designers, engineers, product managers, and project managers as they develop, prioritize, and implement changes to fare management platforms.
- Led discovery and strategic design on a cross-functional product team which new on-time performance management tools.
- Mentored researchers and designers in the innovation department.

### Founder and Principal Night Heron Studio

Chicago, IL, 2020-Present

- Building and understanding context with complex problems for clients looking to integrate a systems perspective that considers the needs of both financial and non-financial stakeholders.
- Planning and facilitating workshops related to consensus-building, storytelling as a tool for design communication, futures literacy, and design thinking.

### 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.

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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