

Ryan Critchlow

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PROFESSIONAL SUMMARY

Early-career professional with an M.S. in Computer Science (HCI focus) who believes good, usable products are built with users, not just for them. Brings 3+ years managing stakeholder priorities and writing requirements for engineering handoff across enterprise WMS implementations, alongside in-home participatory evaluations with neurodivergent users to derive and implement product features that help children learn language.

EDUCATION

Western Washington University

Master of Science in Computer Science, HCI Concentration

Bachelor of Arts in Management of Information Systems

Bellingham, WA

Awarded

Awarded

EXPERIENCE

Western Washington University – KIND Lab

Graduate Research Assistant

Bellingham, WA

2025 – June 2026

- Planned and managed a multi-phase delivery timeline (build, recruit, evaluate, analyze, write) for *You and I*, a Unity-based tool to teach language fluency skills to autistic gestalt language learners
- Leveraged AI with Claude Code to rapidly prototype features derived from co-design sessions with educators and practitioners to demo weekly build progress
- Absorbed a quarter-long recruiting delay and re-sequenced remaining phases to deliver on the revised timeline
- Developed mixed-methods instruments: semi-structured caregiver interviews, child-facing visual surveys, and multimodal video/audio feedback
- Conducted an in-home participatory evaluation with four families to measure micro-interactions during play with minimally verbal neurodiverse children
- Utilized qualitative techniques like inductive thematic coding and affinity diagrams to derive eight themes that directly informed product decisions

Western Washington University

Graduate Teaching Assistant

Bellingham, WA

2024 – 2025

- Supported 30+ students per quarter across DATA 311 (Data Science), CSCI 102 (Computer Mediated Communications), and CSCI 345 (Object-Oriented Design)
- Provided instructional support, refining rubrics to clarify expectations across material

Körber Supply Chain (now Infios)

Support Analyst L4, WMS Admin Team

Bellingham, WA

2020 – 2023

- Acted as the WMS Admin across four enterprise accounts, managing weekly admin-hour allocation, triaging support tickets, stability work, and enhancement requests, achieving 46% more stable releases than team average, keeping warehouse fulfillment on schedule
- Re-aligned stakeholder expectations when they conflicted with technical feasibility, available hours in their contract, SLA commitments, or account priorities, adjusting scope to best serve business needs
- Wrote requirement specs for scope-exceeding requests, translating complex SOW changes for engineering handoff
- Co-led a four-person initiative to improve onboarding and developed a 30/60/90 training framework, cutting new-hire ramp time by 50%
- Served as on-site technical lead at two system Go-Lives and one improvement trip, resolving bugs and refining process flows with users in real time
- Trained 4 enterprise customers and internal teammates through a NetSuite-to-ServiceNow migration, rebuilding ticket categorization to make it easier for users to report issues and get faster support during outages

SKILLS

Product & Process: Requirements Gathering, Stakeholder Management, Prioritization & Tradeoff Analysis, Cross-Functional Collaboration, Agile Ceremonies (Daily Standups), Customer Success, Escalation Management, Onboarding

Research & Synthesis: Qualitative Research, User Interviews, Participatory Design, Thematic Analysis, Survey Design, Iterative Prototyping, UX Research

Tools & Programming: Java, C#, Python, Git, SQL, HTML/CSS, PowerBI, Tableau, Claude Code