

EDUCATION

Ed.D. in Applied Learning Sciences, University of Miami (Miami, FL), August 2025

Transforming Workplace Dynamics: Addressing Social Practices and Networking Barriers for Diverse Employees (GPA: 3.975/4.0)

M.S. in Human-Computer Interaction, DePaul University (Chicago, IL), December 2021

Enhancing the Hybrid Event Experience : Non-traditional social events (GPA: 3.98/4.0)

B.S. in Industrial and Systems Engineering, University of Florida (Gainesville,FL), December 1997

Certifications

Professional Scrum with User Experience (Scrum.org, 2024), User Experience Design (University of California, San Diego, 2019), Lean (Florida Blue, 2012)

RESEARCH INTERESTS

Workplace Dynamics and Inequities, Human Systems Integration, Human-Centered Design, Transformative Learning, Decision Science

EMPLOYMENT EXPERIENCE

Academic

Post-doctoral Researcher, Morgan State University, Aug 2026- present (Baltimore, MD)

Non-Academic

Research Operations Lead, Customer Insights Salesforce, Aug 2026 - present (Atlanta, GA)

User Research Lead (Sr Design Researcher II) McKinsey & Company, Sep 2021 - Jun 2026 (Atlanta, GA)

Staff User Experience Designer Blackbaud, Oct 2020 - Aug 2021 (Remote, US)

Product Designer Citrix, Jul 2019- Sep 2020 (Raleigh, NC)

Data Integration Manager The Walt Disney Company, Sep 2013- Jul 2019 (Orlando, FL)

Continuous Improvement Consultant Florida Blue, Nov 2006 - Aug 2013 (Jacksonville, FL)

Management Engineer NCH Healthcare System, Oct 2005 - Nov 2006 (Naples, FL)

Business Process Consultant BlueCross BlueShield of SC, Oct 2000 - Oct 2005 (Columbia, SC)

Manufacturing Industrial Engineer Publix SuperMarkets, Inc., Dec 1997 - Oct 2000 (Lakeland, FL)

PUBLICATIONS

Allen, A.M. (2025). Measurement-Driven Design Thinking: Industrial Engineers and UX Strategy. In IISE Annual Conference Proceedings (pp. 1-6). Institute of Industrial Engineers (IISE).

CONFERENCE PRESENTATIONS

“Transforming Workplace Dynamics: Addressing Social Practices and Networking Barriers for Diverse Employees”, Roundtable presentation, ITLC, Oct 2026)
“Measurement-Driven Design Thinking: Industrial Engineers and UX Strategy”, Institute of Industrial Engineers (IIE) Annual Conference & Expo (2025)
“Is your workflow ‘close-minded’?: An engineering approach to finding research insights with a classic tool.”, ADPList.org BeMore Festival (2022)
“Rants & Raves: Storytelling”, Design, Insights, & Innovation (DII) Virtual Conference, McKinsey & Company (2022)
“Leveraging BPMP in Initiative Work”, Florida Blue SDLC Conference (2011)
“Avoid Automating Bad Processes: Business Requirements Readiness”, Florida Blue SDLC Conference (2010)

PROFESSIONAL SERVICE

DePaul University

“Meet Ava Allen - MS HCI Alum”, DePaul University (2023)
DePaul XD Roundtable Professional Mentor (2022):
DePaul Grad Student Ambassador, Prospective Student Panels (2020-21)

University of Miami

Workshop, Guest Speaker, APLS, University of Miami (June 2026)
Workshop, “Improving Your Capstone Experience” guest speaker, University of Miami APLS(2025)

Corporations / Organizations / Community

Design / Research Mentor, ADPList.org (2021–present, 600+ sessions)
User Research Mentor, McKinsey & Company (2023)
Women in Tech Mentor, McKinsey & Company (2022)
“Living Minimally Viable: Managing the Designer’s Psyche”, Women Talk Design (2021)
“UX: Humanizing Technology”, Disney DDSI Tech Talk (2019)
Website Consultant (volunteer), Sisters Across America (2016-2020)
Math, Sylvan Learning Center (2002)
Private Math Tutor (2002-2014)
Delta Sigma Theta Sorority, Inc. (1992-present)

Awards

McKinsey Way We Work Award (WWW), genAI (2024)
ADPList.org Top 100 Most Impactful , Top 38 Most Beloved Mentors (2022) / Top 10 Mentors in NA (2022, 2021) / Annual Golden Mentor Award (2021)
BPMP Award, Florida Blue (2010)