Christian Stenger Palma

Senior User Experience Researcher & Digital Product Leader

Plymouth, MI • hello@christenger.com • christenger.com

SUMMARY

Entrepreneurial UX leader and founder with 10+ years of end-to-end research experience across enterprise digital products. Founded Influx, a consultancy specializing in UX research for Chilean government agencies and financial institutions. Proven track record driving complex digital transformation projects, building research roadmaps, and creating standardized evaluation frameworks for major public sector organizations. Work referenced by the OECD as a key example of Chile's transparency and open-data policy design. Nielsen Norman Group Certified UX Professional.

EXPERIENCE

Influx Global Ltda — Co-Founder & Senior UX Researcher

Santiago de Chile, Chile | 2019–2025

Founded a specialized UX research consultancy delivering end-to-end research for enterprise digital transformation projects for government agencies and financial institutions.

- Built research roadmaps and communicated findings to stakeholders, ensuring research relevancy throughout product lifecycles.
- Drove multiple concurrent research projects in agile environments across government, financial, and cultural sector clients.
- Developed proprietary research methodologies and frameworks including archetypes/personas, user journeys, and design principles now adopted by multiple organizations.

Key Projects:

- **Treasury General of the Republic of Chile (TGR)** (2020–2024)
  - Designed and executed multi-phase user research across 3 projects: tax payment usability analysis, help center & payment center redesign, and municipal portal research.
  - Conducted 10 field interviews with municipal staff across Chile, moderated usability testing, card sorting (3 rounds), and iterative prototype testing.
  - Synthesized insights that drove information architecture redesign and Zendesk implementation, improving customer support metrics.
- **Chilean Pension Fund Administrators Quality Study** (2019–2022)
  - Led end-to-end research for 7 major pension fund administrators including subsidiaries of MetLife, Principal Financial Group, and Generali Group.
  - Conducted lab-based and remote usability testing, cognitive walkthroughs, heuristic evaluations, and expert assessment across web and mobile platforms.
  - Developed standardized evaluation framework and industry-specific KPIs that became benchmarks for competitive analysis across the pension fund industry.
- **Ministry of Social Development (MIDESOF) Website Redesign** (2023)
  - Led UX research transforming a government link hub into a service-oriented experience for citizens accessing social benefits. Delivered research & benchmarking, information architecture, usability testing, and design system foundations across 3 milestones.
- **CNTV Infantil — UX Audit** (2022)
  - Conducted comprehensive UX audit delivering 7 research reports (heuristic evaluation, heatmap analysis, usability testing, perception testing, content audit, metrics analysis, and final audit report).

Additional clients: National Heritage Service (SNPC), Banco Consorcio, VTR, WOM, Autoplanet, CCS, SOCOFAR.

Amable — Senior UX Researcher & Consultant

Santiago de Chile, Chile | 2016–2019

Led UX research strategy and execution for major public and private sector digital transformation initiatives.

- **Council for Transparency of Chile (CPLT):** Led UX research and design for InfoProbidad and transparency platforms, including information architecture, usability testing, and front-end implementation — work referenced by the OECD as a key example of Chile's open-data and integrity policy (OECD Open Government Data Report, 2018; OECD Integrity Review of Argentina, 2019).
- **Ministry of Agriculture of Chile:** Developed user personas and journey maps through interviews and focus groups for citizen-centered service model.
- **Chilean Government Supplier Portal:** Led user research including remote testing and survey design for national procurement system redesign.
- **AFC Chile:** Designed and conducted usability studies for unemployment insurance fund, synthesizing insights that improved login success rates and user satisfaction.
- **Entel Telecommunications:** Conducted user research utilizing interviews, surveys, and usability testing to develop buyer personas and UX improvement strategy.
- **Equifax Chile:** Led website and landing page redesign through iterative prototype testing, information architecture, and HTML prototyping.

Finis Terrae University — Teacher of User Experience

Santiago de Chile, Chile | 2019

Taught Information Design covering UX principles, information architecture, user-centered design, prototyping, and usability testing methodologies.

Independent Consultant — UX Researcher & Product Designer

Santiago de Chile, Chile | 2013–2016

Delivered UX research and design services for diverse clients including Santiago International Arts Festival Foundation, Mercedes Benz (BBDO Chile, A-Class launch), and the Transparency Portal of Chile. Co-founded Dypia Networks, managing end-to-end product development incorporating research into the design and development lifecycle.

EDUCATION

Bachelor's Degree, Digital Communication and Interactive Media
University of Arts, Sciences and Communication (UNIACC), Santiago de Chile, Chile

CERTIFICATIONS

- UX Certificate – Nielsen Norman Group, 2025 (Credential ID: 1200604)
- Scrum Foundation Professional Certificate (SFPC) – CertiProf LLC, 2022

TECHNICAL SKILLS

- **UX Research Methods:** Usability Testing (Lab-Based, Remote, Moderated, Unmoderated), Focus Groups, Interviews, Survey Design, Field Research, Iterative Prototype Testing, Concept Evaluation, Card Sorting, Cognitive Walkthroughs, Heuristic Evaluation.
- **Research Frameworks & Analysis:** Archetypes/Personas, User Journey Mapping, Design Principles, Information Architecture, Benchmarking, KPI Development, A/B Testing, Content Audits, Heat Map Analysis.
- **Design & Prototyping:** Figma, Sketch, Adobe Creative Suite, Design Systems, Wireframing, Interactive Prototyping.
- **Tools & Technical:** Google Analytics, Heat Mapping Tools, Zendesk, WordPress, HTML5, CSS3, JavaScript, PHP, Git.
- **Collaboration & Management:** Agile/Scrum, User-Centered Design (UCD), Cross-Functional Team Leadership, Research Roadmap Development.