

# Reagan Bhatia

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## SUMMARY

Dedicated UX Design Researcher with a strong focus on user-centered design; skilled in leading research initiatives and leveraging data-driven insights. Successfully conducted projects that improved user experience, driving satisfaction rates up to 30%. Well-versed in synthesizing findings into actionable reports for stakeholders, ensuring alignment with user needs and business objectives. Promoted user research within organizations by establishing best practices and sharing knowledge across teams. Collaborative partner to cross-functional teams, advocating for end-user perspectives. Eager to contribute innovative solutions and further enhance product designs.

## EXPERIENCE

### UX Design Researcher

January 2025 - Present

Innovative Solutions Inc.

Chicago, IL

As a UX Design Researcher, responsible for developing research strategies and enhancing usability across platforms, while collaborating closely with product teams. Focused on translating user insights into design enhancements with a significant impact on user satisfaction and product effectiveness.

- Led the development and execution of comprehensive research plans, improving user satisfaction.
- Created detailed research artifacts and reports, clearly communicating findings to all stakeholders.
- Championed user research initiatives, securing commitment from management for user-centric design.
- Planned and conducted usability tests, using results to iterate on prototypes for improved experiences.
- Managed usage analytics and Voice of the Customer programs, deriving actionable insights for innovations.
- Documented research outcomes thoroughly, adding value to team knowledge and project success.

### Junior UX Researcher

June 2023 - December 2024

Tech Innovations LLC

Chicago, IL

Contributed to user research studies that influenced interface design decisions and enhanced overall user interaction. Fostered collaboration between product teams and stakeholders, focusing on targeted usability testing and documentation.

- Assisted teams in planning user research studies while gathering vital users' feedback.
- Collaborated with product teams to pinpoint research needs and set usability testing priorities.
- Analyzed user input and usability metrics, delivering insights at meetings for design improvements.
- Supported detailed documentation of research endeavors, preserving accessible records and methodologies.
- Participated actively in design workshops, brainstorming viable solutions for user experience challenges.
- Conducted competitive analysis of market trends, offering valuable suggestions for design upgrades.

## LEADERSHIP & AWARDS

- Graduated with Honors from University of Illinois.
- Recognized for exceptional teamwork in UX project during academic tenure.

## EDUCATION

### Bachelor of Arts in Human-Computer Interaction

2023

University of Illinois GPA: 3.8

Champaign, IL

**Coursework:** Cognitive Psychology, Interface Design, User Experience Principles, Qualitative Research Methods

## CERTIFICATIONS

- Certified Usability Analyst (CUA) 📅 2025
- User Experience Research Certification 📅 2026

## TECHNICAL SKILLS

- **Research Tools:** UserTesting, Optimal Workshop, Lookback
- **Design Software:** Sketch, Figma, Adobe XD
- **Analytics Platforms:** Google Analytics, Hotjar, Mixpanel
- **Project Management Tools:** Trello, Asana, JIRA
- **Survey Tools:** SurveyMonkey, Typeform, Google Forms
- **Prototyping Tools:** InVision, Axure, Marvel
- **Collaboration Tools:** Slack, Microsoft Teams, Zoom

- **Documentation Tools:** Confluence, Notion, Miro
- **Presentation Software:** PowerPoint, Keynote, Google Slides
- **Development Methodologies:** Agile, Scrum, Waterfall

**SKILLS**

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- User Research
- Usability Testing
- Data Analysis
- Stakeholder Engagement
- User-Centered Design
- Research Documentation
- Design Thinking
- Qualitative Research
- Prototyping
- Market Research
- User Interfaces
- Information Architecture
- Competitive Analysis
- Interaction Design
- Visual Design

**PROFESSIONAL AFFILIATIONS**

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- Member of the User Experience Professionals Association.
- Active participant in local UX design meetups.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST