

## About

My insatiable curiosity about how people interact with information, the environment, and each other keeps me questioning assumptions and finding new ways of looking at things. As a trainer of Nonviolent Communication in my spare time, I bring impeccable soft skills in addition to my scientific rigor.

## Experience

### ● UX Design Researcher

*U.S. Bank, San Francisco, CA (2016–Mar 2024)*

- Plan and organize user research for the consumer-facing app
- Incorporate research into an agile, cross-functional team
- Initiate and run weekly team meetings to improve processes

### ● User Researcher (Contract)

*Wells Fargo, San Francisco, CA (2015–2016)*

- Inform the design of ATM components and desktop interfaces
- Simplify employee and customer interactions across offerings
- Create common user experiences across a suite of apps and tools

### ● Design Researcher (Contract)

*Microsoft, San Francisco, CA (2014–2015)*

- Maximize personalization through qualitative user research
- Streamline quantitative data collection and analysis methods
- Develop and localize interaction sequences in 14 countries

### ● UX Researcher (Contract)

*Trizic.com, San Francisco, CA (Jun–Sep 2014)*

- Drive UXR strategy for a B2B2C SAAS startup
- Inform web app and site redesign through rapid iterative tests
- Generate mock-ups and interaction specifications

## Education

### M.S. Cognitive Science

*Università degli Studi di Trento, Italy (2013)*

**Focus:** Language and Multi-modal Interaction

**Final Score:** 110/110, Merit Prize Winner

### B.A. Cognitive Science

*University of California, Berkeley (2009)*

## Patents

Inferring cues for use with digital assistant.  
Microsoft. Patent US14/792,268

## Knowledge

### Skills

Usability Tests, Concept Validation, Surveys, Diary Studies, Field Studies, Heuristic Evaluation, Tree Tests, Competitive Analysis, Lab & Remote & Guerrilla Tests, Wizard-of-Oz Tests, Design with Children, Participatory Design, Physical Devices

### Tools

UserZoom.com, UserTesting.com, Site Catalyst, NVIVO, Morae, Qualtrics, Optimal Sort, Amazon mTurk, Keynote, Balsamiq, Attensity, O ce, Photoshop

### Languages

English, Italian, Russian