DORSA CHARKHIAN

Senior UX Researcher | AI & Inclusive Systems

SUMMARY

Senior UX Researcher with 3+ years of experience leading qualitative and mixed-methods research for AI-enabled and inclusive digital products, partnering with cross-functional teams to translate complex insights into product strategy and measurable outcomes.

ADVISORY & LEADERSHIP

- Reviewer, ACM Transactions on Computer-Human Interaction (TOCHI) & UXPA International Evaluating UX and HCI research for methodological rigour, clarity, and real-world impact.
- Mentor, ADPList & DIFC Innovation Hub — Advising founders and product teams on user-centred research, inclusive design practices, and responsible AI adoption.

SKILLS

- UX Research Methods
- Generative & Evaluative Research, Interviews, Surveys, Usability Testing
- Data & Analysis
- Qualitative & Quantitative Analysis, Research Synthesis, A/B Testing
- Product & Collaboration
- Agile/Scrum, Cross-functional Collaboration, Research Planning
- Design & Tools
- Figma, Miro, Journey Mapping, Personas

EDUCATION

- M.S. in Digital Media
Drexel University 2023–2025
- B.F.A. in Product Design
2019 – 2022

🌐 Portfolio

✉ dorsacharkhian1@gmail.com

📍 New York, NY

EXPERIENCE

2024 - 2025

SENIOR UX RESEARCHER
DREXEL UNIVERSITY – AI CHATBOT FOR INCLUSIVE PORTALS | PHILADELPHIA, PA

- Led generative and evaluative UX research across the product lifecycle to inform product strategy and prioritization.
- Conducted qualitative and quantitative studies, translating insights into actionable product improvements.
- Collaborated with cross-functional teams (Product, Design, Engineering) to embed research into roadmaps and design decisions.
- Analyzed research data to improve customer satisfaction scores (+80%) and task success rates (89%).

2023 - 2025

UX RESEARCHER
DREXEL UNIVERSITY, USER EXPERIENCE DESIGN PHILADELPHIA, PA

- Conducted UX research and usability testing across digital and immersive experiences.
- Synthesized findings into personas, journey maps, and actionable design insights.
- Communicated research outcomes clearly to designers and stakeholders to inform decisions.
- Informed design decisions in academic and applied projects through evidence-based UX research and usability evaluation.

2025 - 2026

UX RESEARCH LEAD & EDUCATOR
PRATT INSTITUTE, VISITING ASSISTANT PROFESSOR NEW YORK,NY

- Led UX research and usability testing for immersive digital experiences.
- Integrated accessibility and inclusive design principles into research planning and evaluation.
- Guided students and project teams in applying evidence-based UX research to design decisions.

2020 - 2023

UX RESEARCHER
STUDY2020, & CRM COORDINATOR VANCOUVER BC

- Applied UX research and interviews to improve CRM usability, increasing customer engagement by 40%.
- Evaluated user workflows and pain points, delivering evidence-based recommendations to inform product and content strategy.