DORSA CHARKIAN

UX Researcher | AI & Emerging Technologies

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SUMMARY

UX Researcher | AI & Emerging TechnologiesStrategic researcher with 4+ years of experience in AI and AR/VR products. Led high-impact studies for AI portals, achieving 80% user satisfaction and 89% task success. Expert in mixed-methods and inclusive design, combining industry results with academic rigor as a Distinguished Reviewer for ACM TOCHI.

SKILLS

- **User Research** (3+ Years): Mixed-methods, Usability Testing, A/B Testing, User Interviews, Journey Mapping, Data Synthesis.
- **Design & Prototyping(**4 years)**:** Figma, Miro, Information Architecture, Adobe Creative Suite, TouchDesigner
- **AI & Emerging Tech** (4 years)**:** AI Chatbot Design, Generative AI (Cursor, DALL·E), AR/VR (Unity, A-Frame)

EDUCATION

Bachelor of Fine Arts

Product Design,Graduated June 2022

Drexel University M.S

Digital Media, User Experience & Interaction Design, Graduated June 2025

HONORS

- Chair Volunteer, UXPA International Journal (2026).
- Thesis Reviewer, M.S. User Experience & Interaction Design, Jefferson University (2025).
- Official Mentor, ADPList (UX Mentorship Program).
- Recipient, IDEA (Development, Education, and Cultivation) Teaching Award (2025).

PROFESSIONAL EXPERIENCE

UX Research Lead – Drexel University's College of Media Arts & Design, AI Chatbot for Inclusive Portals, Jul 2024 – Jun 2025

- Led AI-powered UX research for Drexel One chatbot, improving accessibility and achieving 80% higher satisfaction and 89% task success
- Secured grant funding and managed a cross-functional design and development team
- Conducted 30 user interviews and 50 A/B tests, analyzing results with Figma, Miro, and Cursor AI

UX Researcher & Designer, The Academy of Natural Sciences, – Fashion Technology VR Initiative Feb 2025 – Jun 2025

- Designed and executed UX research for a VR fashion education experience, completing IRB certification (CITI)
- Collected feedback from 50+ students across 3 courses through surveys and interviews
- Increased engagement by 45% and comprehension by 50% via iterative UX testing and analysis

UX Design and Research Fellow – Trops (Colla Netrix, Inc.) Sep2025 – Oct2025

- Designed and researched UX for The Trops mobile app, creating event-based and community-centered features
- Led user research, usability testing, and iterative improvements to enhance accessibility and inclusivity
- Collaborated with cross-functional teams and reported to the CTO on design strategy

UX Researcher – The Academy of Natural Sciences, Interactive Installation Feb 2023 - Jun 2023

- Collaborated on "Plumes and Pixels", a 3D interactive project featured at ACM SIGGRAPH Asia 2024.
- Architected user flows and content structures for a 3D digital twin installation, ensuring seamless interaction design.
- Optimised cross-channel engagement, driving a 25% increase in social media reach through curated digital content.

UX Strategist – Study2020, & CRM Coordinator Jul 2020 - Aug 2023

- Directed social media strategy, increasing engagement by 40% and driving client acquisition through bilingual, hashtag-focused campaigns
- Conducted user interviews to evaluate CRM usability, identified system bugs, and coordinated fixes to improve platform performance
- Managed client records and analyzed service data to guide product updates

ACADEMIC & TEACHING EXPERIENCE

Visiting Assistant Professor – Extended Reality: UX & AR/VR, Pratt Institute
Agu2025 – Jan2026

- Taught INFO 680-01 Extended Reality: UX & AR/VR, a graduate course on UX principles and interaction design for immersive environments
- Led in-person sessions on Unity, A-Frame, XR interface design, usability testing, and AR/VR application evaluation
- Mentored graduate students on applying UX research and design methods to extended reality projects with a focus on accessibility, inclusivity, and cultural considerations

Teacher Assistant – Drexel University, User Experience Design
Sep 2023 – Jun 2025

- Improved UX/UI course delivery, increasing project completion by 25%
- Led sessions and feedback workshops, enhancing student time management by 30%
- Mentored and reviewed projects, raising design quality by 35% and engagement by 20%

ADVISORY & LEADERSHIP ROLES

Distinguished Reviewer – ACM Transactions on Computer-Human Interaction (TOCHI) Jan2026 – Present

- Conducted peer reviews for high-impact HCI research submissions across UX, AI, and human-centered computing
- Evaluated research quality, methodology, and contribution to support editorial decision-making
- Applied scholarly review standards to assess rigor, relevance, and clarity of academic manuscripts

Official Mentor (AI Ethics & Inclusive UX) – DIFC Innovation Hub – Ignyte
Jan 2026 – Present

- Appointed as an official mentor on Ignyte, a DIFC Innovation Hub platform supporting the Dubai Economic Agenda (D33)
- Provide strategic advisory on Ethical AI implementation, inclusive UX research, and human-centered design for high-growth startups (commencing July 2026)
- Evaluate and mentor innovation-driven projects across AI and FinTech sectors within the UAE technology ecosystem