

Amina Patel

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SUMMARY

Mid-level UX Researcher with over 5 years of experience in user-centered design and usability testing. Proven ability to drive product improvements through actionable insights and data analysis, resulting in enhanced user satisfaction and engagement.

EXPERIENCE

UX Researcher

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Led user research projects that improved product usability ratings by 30%, resulting in a revenue increase of \$200K over two quarters.
- Implemented a new user testing protocol that reduced testing time by 25% and improved participant engagement.
- Conducted A/B testing and usability studies using tools like UserTesting and Optimal Workshop.

UX Research Intern

Jun 2020 - Dec 2021

Creative Solutions LLC, New York, NY

- Assisted in user interviews and surveys that informed product design, leading to a 15% increase in user satisfaction.
- Analyzed qualitative data and presented findings to cross-functional teams, influencing design decisions.
- Utilized tools such as Qualtrics and Lookback to gather insights on user behavior.

Junior UX Researcher

Jul 2018 - May 2020

Global Tech Co., Austin, TX

- Supported usability testing and data analysis, contributing to a redesign that decreased user error rates by 40%.
- Collaborated with product teams to develop user personas and user journey maps that enhanced user experience.
- Gained proficiency in using analytics tools like Google Analytics and Hotjar for user data insights.

EDUCATION

Bachelor of Science in Human-Computer Interaction

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: User Research, Usability Testing, Data Analysis, Wireframing

Tools & Frameworks: UserTesting, Optimal Workshop, Qualtrics, Adobe XD