

# Romisa Rohani Ghahari

## UX Researcher

San Diego, CA  
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Sponsorship never needed

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### PROFESSIONAL EXPERIENCE

#### Stay-at-Home Parent

May 2021 – Present

- Conducting voluntary remote user interviews with UX professionals for research purposes.
- Analyzing and synthesizing research findings using affinity mapping on Miro.

#### Invetech Inc., San Diego, CA

Feb 2021 – Apr 2021, Feb 2022 – May 2022

#### Senior Design Researcher (Contract), Experience Design Team

- Conducted in-person usability study sessions on a medical device in collaboration with a UX designer.
- Analyzed and synthesized research findings and developed recommendations for the next steps.
- Developed human-factors documentations, such as use-related risk analysis.

#### Invetech Inc., San Diego, CA

Sep 2019 – Dec 2020

#### Senior Design Researcher (Full-time), Experience Design Team

- Researched both physical and digital design experiences for POC & IVD medical devices.
- Planned experience design activities from product feasibility to design transfer to the manufacturer, contributing to a 30% client conversion rate.
- Met with business developers and clients to understand project objectives around the medical device.
- Planned user research, digital design, industrial design, and human factors documentation activities.
- Estimated the budget for experience design activities, and any materials and expenses.
- Collaborated closely with mechanical, system and software engineers, digital and industrial designers, and program managers. Conducted brainstorming workshops to ideate and design instrument and consumables concepts.
- Developed research protocols, planned logistics, and conducted formative usability studies.
- Analyzed research findings, developed next steps' recommendations, and presented them to the client.
- Contributed to the usability engineering plan, critical task and use-related risk analysis, and user interface specification.
- Applied Human Factors guidance including FDA, IEC 62366, and HE75 standards.
- Collaborated remotely during COVID-19 using Miro boards, Microsoft Teams and Zoom.
- Achieved a perfect client satisfaction score of 5 out of 5 for the UX team.

#### ResMed Inc., San Diego, CA

Dec 2018 – Jun 2019

#### Associate User Researcher (Contract), Digital Health Technology Team

- Met with the product manager to understand the problem space and determine research goals.
- Planned user research roadmap for the product (web and mobile applications) in an agile environment.
- Conducted remote/in-person usability testing sessions in collaboration with a UX designer.
- Synthesized research findings in the affinity mapping workshop.
- Presented research findings and recommendations to stakeholders.
- Achieved a 23% increase in resupply sales through UX optimization of the patient portal and IVR system.

#### Parkview Mirro Center for Research and Innovation,

#### Parkview Health, Fort Wayne, IN

Oct 2015 – Nov 2018

#### User Experience Research Scientist, Informatics Team

- Planned and led several user-centered research projects funded by Medtronic, Biotronik, and Janssen Pharmaceutical.
- Collaborated closely with cross-functional partners, such as project manager, and visual designer.

- Led focus groups, participatory design, surveys, interviews, and usability testing with cardiac patients.
- Conducted thematic analysis by creating a codebook and importing it into NVivo.
- Translated user requirements into low- and high-fidelity prototypes for iterative evaluations.
- Analyzed research findings and presented them to stakeholders.
- Led preparing research proposals and timelines for industry and federal funding.

**Informatics and Computing School, IU, Indianapolis, IN**

Aug 2010 – Aug 2015

**User Experience Research Assistant**

- NSF-NIH funded research project “From Critique to Collaboration: A Fundamental Rethinking of Computerized Clinical Alerts”, PI: Dr. Jon Duke and Dr. Davide Bolchini
  - Conducted three contextual inquiries (totaling 255 minutes, 22 participants) at Wishard-Eskenazi Health.
  - Found eight themes driving trusted advice and seven design directions for trust-based alerts.
  - Prototyped novel drug-drug interaction alert user interfaces to convey drug safety information to providers.
- NSF-funded research project “Aural Navigation Flows on Rich Architectures (ANFORA)”, PI: Dr. Davide Bolchini
  - Designed different types of aural flows for news domain information web architectures.
  - Explored multimodal interaction (voice, gesture, and button) with aural flows.
  - Evaluated voice-controlled aural flows on a mobile web application in the context of walking and driving (quantitative and qualitative usability study).
  - Patent filed on September 2013 - IURTC No.13006, US Patent Pending Application No. 14/024,612.

**SAP, Newtown Square, PA**

Feb 2014 – Aug 2014

**User Experience Researcher (Internship), Knowledge & Enablement Solution (K&ES) Team**

- Validated the usability and values of preliminary web concept to disseminate knowledge management best practices by conducting user interviews, resulting in a successful launch of a portal page with best practices content.
- Analyzed SAP Services LoB portal and presented the findings to enable stakeholders to identify outdated content and improve the usage of the portal with relevant and up-to-date content.
- Validated knowledge management survey instrument by multivariate analysis of 2 pilot implementations of data from multiple departments and regions, conducted data analysis in SPSS.

**SKILLS**

- **UX Research & Design:** User Experimental Design, Contextual Inquiry, Shadowing and Field Study, Participatory Design Session, Focus Group, Diary Study, Heuristics Evaluation, Cognitive Walkthrough, Usability Testing, Card Sorting, Wizard- of-Oz Testing, Think-aloud Sessions, Open-ended/Semi-structured Interview, Persona and Journey Map Development, Mobile/Web User Interfaces Design, Interaction Design, Wireframes, Paper Prototyping, Low-Hi Fidelity Prototyping, Qualitative and Quantitative Research & Data Analysis, Mixed Methods Research, Accessibility Research
- **HCI Tools:** Morae, Balsamiq, Axure, Sketch, Mural, Miro, Adobe Creative Suite, UserTesting.com
- **Software Packages:** MS Office, SPSS, R, NVivo
- **Training & Certificates:** AAMI Human Factors for Medical Devices Training

**EDUCATION**

**Indiana University, School of Informatics and Computing, Indianapolis, IN**

Dec 2015

- PhD in Informatics / Human-Computer Interaction (HCI) Track (GPA 3.94)

**Syracuse University, School of Information Studies, Syracuse, NY**

Aug 2010

- MS in Information Management (GPA 3.65)

**Visveswaraiah Technological University, B.M.S College of Engineering, Bangalore, India**

Jun 2006

- BE in Information Science and Engineering