

Romisa Rohani Ghahari

Greater San Diego CA Area
315-708-2644

me@romisarohani.com
<http://romisarohani.com/>
<https://www.linkedin.com/in/romisarohani/>

USER EXPERIENCE DESIGN RESEARCHER

User experience researcher professional with experience in various research areas, such as healthcare, digital information, accessibility, multimodal interaction, complex information architectures, and gaming. Demonstrated experience assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Proven ability providing leadership, team mentoring and development while handling heavy workloads and delivering value-added outcomes in detailed, deadline-driven environments.

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 Analysis, Mixed Methods Research
- **HCI Tools:** Morae, Camtasia, Balsamiq, Axure, Sketch, Mural, Adobe Creative Suite
- **Software Packages:** MS Office, SPSS, R, NVivo
- **Training & Certificates:** AAMI Human Factors for Medical Devices Training

PROFESSIONAL EXPERIENCE

Invetech Inc., San Diego, CA

September 2019 – December 2020

Senior Design Researcher, 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 manufacturer as part of conversion.
- 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 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 recommendations for next steps, 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.

ResMed Inc., San Diego, CA

December 2018 – June 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.
- Shadowed customer service reps' workflow process.
- Conducted remote/in-person usability testing sessions in collaboration with UX designer.

- Synthesized research findings in the affinity mapping workshop.
- Presented research findings and recommendations to stakeholders.

**Parkview Mirro Center for Research and Innovation,
Parkview Health, Fort Wayne, IN**

October 2015 – November 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, visual designer, and research coordinator.
- Led focus groups, participatory design sessions, 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 fundings.

Informatics and Computing School, IU, Indianapolis, IN

August 2010 – August 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.
 - Patent filed on September 2013 - IURTC No.13006, US Patent Pending Application No. 14/024,612.

SAP, Newtown Square, PA

February 2014 – August 2014

User Experience Researcher, 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, resulted in a successful launch of a portal page with best practices content.
- Analyzed SAP Services LoB portal and presented the findings to enable stakeholders 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.

EDUCATION

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

December 2015

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

Syracuse University, School of Information Studies, Syracuse, NY

August 2010

- Master of Science - Information Management (GPA 3.65)

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

June 2006

- Bachelor of Engineering - Information Science and Engineering