

Syed Adnan Ahmer

682.556.0943 | syed.adnanahmer@gmail.com | www.adnanahmer.com

User Experience Researcher

I bring an engineering perspective with design-thinking to create meaningful user-centered experiences. My background in computer science, psychology, and human-computer interaction allows me effectively communicate with multi-disciplinary teams, delivering actionable recommendations and data-driven solutions.

Usability Testing | User-centered Design | Rapid Iterative Testing | Heuristic Evaluation | Contextual Inquiry | Cognitive Walkthrough | Survey Studies | Field Studies | Exploration Studies | A/B Testing | User Research | Website Analytics | User Interviews | Statistical Analysis | Detail Oriented | Oral and Written Communication | Creative & Innovative

Technical Proficiencies

Tools: IBM SPSS, R Studio, Camtasia, Photoshop, Illustrator, Balsamiq Mockups, Adobe XD, Google Analytics, Google AdWords, Git, G Suite, MS Office Suite, Jupiter Notebooks, Qualtrics

Languages: Java, HTML5/CSS3, SQL, JavaScript, Processing, Python, C/C++, SQL, MATLAB

Experience

Associate User Researcher – Core Data (Google)

Sep 2019 – Present*

- Worked directly with engineering and product management teams to improve Google's internal tools, designed and executed research to validate assumptions, discovered breakdowns in the user experience, and gave actionable recommendations that have led to measurable increases in user success and satisfaction
- Planned and executed research activities included designing research proposals, running large scale user surveys, analyzing qualitative & quantitative studies, unmoderated card sorts observations, conducting remote moderated usability tests, and writing ux reports for engineering or product teams
- Data analysis activities included sequence modals, significance testing, creating critical user journey, manually coding qualitative data, metric analysis, satisfaction analysis, and task success evaluation

User Experience Researcher – Data Stethoscope (ArtSci Lab)

Feb 2018 – Aug 2019

- Conducted explorative studies and evaluative usability tests for next-gen data visualization tools focusing on users hearing skills, cognitive skills, behaviors, musical abilities, auditory attention span, and visual perception analysis
- Collaborated with scientists, sound engineers, and graphic designers to build a multi-modal data listening system
- Designed research studies to identify industry trends and effective design solutions to improve user success

User Researcher – Open Academic Graph AI (Wizen Inc.)

Nov 2018 – May 2019

- Led user research along with engineers to combine knowledge tracking platforms into an omnichannel system
- Planned and executed research activities including user surveys, card sorting, Interviews, and data analysis
- Curated UI framework with behavioral and accessibility guidelines during development for products beta launch

User Experience Researcher – Office of Communications (UT Dallas)

Aug 2018 – Dec 2018

- Conducted user research to improve the usability of the website through persona Workshops, empathy & journey Maps, competitive benchmarking, low fidelity prototypes, and contextual inquiry
- Improved user success rate in global navigation bar through unmoderated tree tests, and Rapid Iterative Testing
- Improved website's System Usability Scale (SUS) score to 86 from previous score of 73

Education

- Master of Science, Human-Computer Interaction – *The University Texas at Dallas (3.6/4)* Aug 2017 – May 2019
- Bachelor of Technology, Information Technology – *The Sinhgad Institute of Technology (3.8/4)* June 2012 – May 2016