BHOOMIKA BANGALORE RAJEEVA

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EXPERIENCE

UX Researcher | Sound Transit   Mar 2024 - Ongoing
Full time - End-to-end generative / primary research for B2B virtual Unified Control Center (UCC) project

- **Conducted 300+ hours of UX research** across 6 **incident management centers** using **contextual inquiry**, **usability testing**, and **workflow evaluations** to optimize critical incident response systems.
- **Collaborated with cross functional teams** and led weekly research studies for B2B Unified Control Center (UCC) - identifying 8 task breakdowns during train control operations due to operator cognitive overload.
- **Delivered 23 system design recommendations** through **qualitative data analysis** and synthesis, resulting in **$5M Phase 2 funding** secured via executive-level research reports
- **Managed end-to-end research operations** - created research roadmaps, recruited participants, and ensured data privacy protocols in high-stakes operational environments

Seattle Children's Hospital | UX Researcher   Jan 2025 - June 2025
Capstone - Led generative research for Seattle Children's Photo Narrative Tool (PNT) design for children with SNI

- **Led diary studies, survey and concept testing** for Photo Narrative tool, identifying critical user needs of families with complex medical requirements and user patterns for daily photo upload workflows
- **Designed and executed 4-day longitudinal study** with caregivers (n=4), employing strategic interview protocols and daily prompts, achieving 85% engagement and uncovering key barriers in clinician-patient interactions
- **Synthesized research findings through systematic coding and journey mapping**, delivering 10 evidence-based design recommendations to enhance MyChart integration for improved humanistic care delivery

Cisco - Duo | Usability Researcher   Jan 2024 to Mar 2024
Sponsored project - Usability research for Duo's 2FA authentication system, improved user's onboarding process

- **Designed multi-phase survey research** including screener (n=23) and post-task questionnaires, achieving 74% qualification rate and enhanced informed recruitment process.
- Developed and conducted **usability testing** with 3 controlled test conditions, resulting in recommendation that projected a 30% improvement in task completion rates and a 25% reduction in user error rates
- Performed **statistical analysis of user behavior patterns** across authentication methods, identifying correlations that drove UI changes resulting in 40% faster user adoption of 2FA features

Dvizira | Lead UX Researcher   Oct 2022 to Oct 2023
Full time - Human factors research on wearable robotics gloves for tactical communication within incident response systems

- **Conducted usability studies -** Improved gesture recognition accuracy by 30% by calibrating and testing wearable glove motion/haptic sensors across 6 usability test sessions
- **Facilitated lab and field-studies -** Research insights helped reduce communication error rates in simulated tactical environments, identifying high-severity usability issues
- **Analyzed and synthesized findings leading to actionable recommendations -** Delivered 5 hardware design recommendations, accelerating sensor firmware updates by 2 weeks in collaboration with cross-functional engineers
- **Created new instrumentation and metrics -** Designed a telemetry dashboard to visualize real-time movement speed and geolocation and conducted concept testing; created 7 high-fidelity wireframes in Figma based on user feedback
- **Financial impact -** Contributed to securing $400K in seed funding by aligning research insights with investor product strategy

Design researcher and architecture intern | Kukke Architects   Sep 2018 to Feb 2021
Generative spatial design research for public and residential space designs

- **Delivered 5+ residential projects on-time** by coordinating 11-member cross-functional teams and managing stakeholder requirements across 3 local communities
- **Created 12+ 3D models and AR/VR prototypes** for concept evaluation, streamlining design validation processes
- **Standardized design workflows** using systematic spatial analysis principles, ensuring consistent quality delivery across public and residential projects

EDUCATION

Master of Human Centered Design Engineering (HCI) | July 2025   *University of Washington, Seattle*
Course: Qualitative Research, Usability Study, Computational Programming, Human factor research

Bachelor of Architecture | July 2022   *Wadiyar Center for Architecture, Mysuru*
Course: Design Research Methodology in Architecture, Sociology, Community based participatory research

SKILLS

Research methods: Usability Testing (remote & in-person) · Contextual Inquiry · Field Studies · In-depth Interviews · Focus Groups · Surveys · Experimental Design · Concept Testing · Mixed-Methods Research · Longitudinal Studies

Data Analysis & Synthesis: Descriptive Statistics (t-tests, correlation, regression) · Thematic Analysis · Journey Mapping · Affinity Mapping · Persona Development

Tools & Platforms: SPSS · R · Excel · Python (basic) · Qualtrics · Figma · UserTesting · Atlas.ti · NVivo · Microsoft 365 Suite (Word, Excel, PowerPoint) AI/LLM User Research (Copilot context)