

Gauri Nayak

User Experience Researcher

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EDUCATION

MS in Human Centred Design & Engineering

GPA: 3.94/4.0

University of Washington, Seattle

Sep 2021 - June 2023

Bachelor of Engineering in Information Technology

GPA: 4.0/4.0

Padre Conceição College of Engineering, Goa

June 2015 - June 2019

PROFESSIONAL EXPERIENCE

UX Research Intern, Uber

San Francisco, CA

October 2022 - December 2022

- As a UX research intern with the earners research team, single handedly conducted a concept evaluation study to understand how Uber drivers and couriers set earnings related goals on the platform through semi-structured interviews and evaluated early prototypes for a relevant feature.
- Individually led a generative study to understand the mental model of part-time Uber drivers and couriers around earning on the platform. Collected data through a survey and one-on-one interviews.

UX Research Intern, Coinbase

Seattle, WA

June 2022 - September 2022

- As an intern on the Coinbase Design Systems team, I worked closely with designers and front end developers to run research studies to test various prototypes for usability and to measure developer and designer satisfaction in using Coinbase standard design libraries.
- Planned and conducted an exploratory study with users of assistive technology (screen reader, screen magnifier and alternative navigation) to learn how they interact with data visualizations and delivered recommendations to make Coinbase products more accessible.
- Led a study to measure developer satisfaction when using the coinbase design system website and seeking support through semi-structured interviews

UX Researcher, Hureo

Pune, India

January 2020 - July 2021

- Framed and led a remote task-based usability study by recruiting 20 users from 5 Indian states for testing the Wikipedia app on feature phones, working closely with the Wikimedia Foundation
 - Conceived an easy to build DIY set-up for rural users to show screens of their feature phones during the remote UT sessions over zoom
 - Uncovered usability issues and provided recommendations that led to better onboarding instructions, changes in UI and an enhanced search feature
- Conducted 3 different remote usability studies for clients in e-commerce, online food delivery and agri-tech industries. Tested early stage prototypes and worked closely with product designers to implement changes.
- Planned and conducted a foundational research study by recruiting 30 participants in rural India for an international agri-tech company. Collected data through contextual inquiry and semi-structured interviews.