

## About

My deep curiosity about how people interact with information, their environment, and each other drives me to question assumptions and uncover insights that lead to meaningful change. As a UX researcher and Nonviolent Communication trainer, I combine scientific rigor with impeccable soft skills to foster collaboration and translate findings into action.

## Experience

- **UX Design Researcher**  
*U.S. Bank, San Francisco, CA (2016–Mar 2024)*
  - Plan and organize user research for the consumer-facing app
  - Incorporate research into an agile, cross-functional team
  - Initiate and run weekly team meetings to improve processes
- **User Researcher (Contract)**  
*Wells Fargo, San Francisco, CA (2015–2016)*
  - Inform the design of ATM components and desktop interfaces
  - Simplify employee and customer interactions across offerings
  - Create common user experiences across a suite of apps & tools
- **Design Researcher (Contract)**  
*Microsoft, San Francisco, CA (2014–2015)*
  - Maximize personalization through qualitative user research
  - Streamline quantitative data collection and analysis methods
  - Develop and localize interaction sequences in 14 countries
- **UX Researcher (Contract)**  
*Trizic.com, San Francisco, CA (Jun–Sep 2014)*
  - Drive UXR strategy for a B2B2C SAAS startup
  - Inform web app and site redesign through rapid iterative tests
  - Generate mock-ups and interaction specifications

## Education

### M.S. Cognitive Science

*Università degli Studi di Trento, Italy (2013)*

**Focus:** Language and Multi-modal Interaction

**Final Score:** 110/110, Merit Prize Winner

### B.A. Cognitive Science

*University of California, Berkeley (2009)*

## Patents

Inferring cues for use with digital assistant.  
Microsoft. Patent US10997512B2

## Knowledge

### Skills

Usability Tests, Concept Validation, Surveys, Diary Studies, Field Studies, Heuristic Evaluation, Tree Tests, Competitive Analysis, Lab & Remote & Guerrilla Tests, Wizard-of-Oz Tests, Design with Children, Participatory Design, Physical Devices

### Tools

UserZoom.com, UserTesting.com, Quantum Metrics, Morae, Qualtrics, Optimal Sort, Amazon mTurk, Keynote, Balsamiq, Attensity, Canva, Site Catalyst, NVIVO

### Languages

English, Italian, Russian