

# Bengisu Dost

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A creative, growth-oriented, and analytical UX Designer and Researcher with a demonstrated passion for translating user research into design solutions. I am certified in Human Subject Research and the winner of the Coleman Entrepreneurship COVID-19 Idea Challenge Award in 2020.

Over the years, I have found my niche to be conducting effective research and information gathering with the purpose of creating practical tools, processes, and systems that optimize the efficiency and user experience of the end-users. I have a Master's Degree in Human-Computer Interaction which helps further deepen the understanding in utilizing technological capabilities into designing effective modern user-centered solutions.

## AREAS OF EXPERTISE

- Usability
- User-Centered-Design
- UI/UX Design (Axure, Photoshop, Figma, Adobe XD, Sketch, InVision)
- Familiarity with major OSes (Windows, Mac, Android, iOS)
- Creative Problem Solving
- Accessibility Design, Section 508
- Web Design & Development (HTML5, CSS3, CMS)
- Process Improvement
- Research and Analysis (Atlas ti, SPSS, Optimal Workshop)
- Communication
- Detail-Orientedness

## WORK EXPERIENCE

### UX STRATEGIST & RESEARCHER *A TAVOLA SERVICES, CHICAGO*

**JULY 2020-PRESENT**

- Working with a cross-functional startup team to help develop the user strategy of their digital products and conduct partnership research for potential product components.
- Conducting comprehensive usability studies, heuristic evaluations, and field visits and making design recommendations that help drive continuous design improvements and functionality enhancements on the new digital products.

#### ***Accomplishments:***

- Troubleshooted over 50 user problems across 4 different digital products and made design recommendations conceptualized with mockups and wireframes.
- This prevented future engineering expense overruns at an estimated amount of \$2,000.

### USER EXPERIENCE RESEARCHER & DESIGNER *OPERATION NORTH POLE, CHICAGO*

**MARCH 2020-DEC 2020**

- Worked as a full-stack designer responsible for managing all dimensions of the design process - qualitative research, user flow, usability evaluation, wireframing, website design.
- Conducted qualitative research from goals and needs assessment all the way to summative evaluations and presenting them through user experience design artifacts such as storyboards and journey maps.

#### ***Accomplishments:***

- Increased website functionality by three times by defining and designing key functions such as volunteer sign-up, donation, fundraising event ticketing features.
- Helped collecting \$5,000 Christmas gift donation for kids in need through the website page and user journey I designed.

**UX RESEARCH LEAD**  
**DEPAUL UNIVERSITY, CHICAGO**

**JAN 2020-JULY 2020**

- Analyzed the core needs and behavior of older people through qualitative research and transitioned them into a technological design solution.
- Planned on research methodologies and conducted four remote user interviews.
- Supported research findings by creating journey maps and personas in order to document the current needs, perceptions, desires, and frustrations of users and designed user flows and low fidelity prototype to communicate potential solutions.

***Accomplishments:***

- Led an academic research study from start to end and coordinated meetings with a psychology field expert to establish a shared understanding of elderly in technology use.

**UX/UI DESIGNER AND RESEARCHER**  
**MEMORYBEACH CO., CHICAGO**

**MAY 2019 - OCT 2019**

- Led the ideation and design stages of a mobile game app launch in a fast-paced agile startup environment with a cross-functional team of six.
- Prototyped design interfaces and graphics with 10+ iterations and proposed a design that is currently live on iOS and Android platforms and supported the final design with user testings.
- Consulted e-commerce team by implementing UX practices (Information Architecture, Quantitative Research, and Usability Testing).

***Accomplishments:***

- Contributed a research associated with memory that was presented at the 2019 World Health Organization's conference in China by working at field visits, planning survey design, analyzing the research findings.

**EDUCATION**

**DEPAUL UNIVERSITY | GRADUATED WITH DISTINCTION IN 2020**

Master of Science in Human-Computer Interaction

**SOUTHERN ILLINOIS UNIVERSITY | GRADUATED IN 2017**

Bachelor of Science in Industrial Engineering

Dean's List Fall 2016, Spring 2017

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**ABOUT ME**

I am a first-generation immigrant in the United States. I came here to pursue my studies with the hope of contributing technological solutions that lead to bigger impacts in addressing human needs and rights for every single person in this world. Since then I love being surrounded by different cultures and making authentic and diverse human connections. For me, it's all about growth. I don't see my own personal and career experience as challenging but as a journey that includes the rainbows that appear through my way. Each color guides me to grow in different areas. Oh, and in my free time, I like to do skiing, diving, and Latin Dance.

Did I mention I love dogs?