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AARON HOUSSIAN

UX RESEARCH MANAGER & STRATEGIST | [LINKEDIN.COM/IN/AARONH](https://www.linkedin.com/in/aaronh)

OBJECTIVE

Continue to build my track record for impact by evangelizing, mentoring others, increasing the organization's research craft, growing and leading teams, and creating and maintaining Research Operations.

SKILLS

Leading Research Teams
User Research
Usability Testing
Research Operations
Impact via Research
Expertise in research methods

TOOLS

Userzoom
Usertesting
Optimal Workshop
Figma
InVision
Qualtrics
GSuite/Office

EXPERIENCE

UX RESEARCH MANAGER • MACMILLAN LEARNING • FEB 2018 - PRESENT
Creating and growing the research team as well as the Research Operations, as well as increasing quality and rigor in research across the entire UX team.

SR. UX RESEARCHER • STATE FARM • FEB 2014 - JAN 2018
Lead all claims-related research. Conduct user studies, usability studies, interviews, and other research methods to understand and improve customer experience of StateFarm.com and mobile applications.

RESEARCHER • PHILIPS RESEARCH • APR 2009 – JULY 2013
Employed a variety of qualitative research methods to study how people interact with technology and each other. This was alongside my PhD research as part of an EU-funded, prestigious Marie Curie fellowship.

PRINCIPAL RESEARCHER • THE EXPERIENCE INSTITUTE • 2007 - 2018
A UX strategy and research consulting company I formed and ran for over a decade with clients both small (1 person) and large (1000+).

EDUCATION

MARIE CURIE DOCTORAL RESEARCH FELLOW • TU DELFT
Doctoral research studying research teams to better understand communication in Design & Innovation.

MS HUMAN-COMPUTER INTERACTION DESIGN • 2008 • IU BLOOMINGTON
Research and Design focus including methods and design studio culture.

BA PHILOSOPHY • 2003 • BRIGHAM YOUNG UNIVERSITY
Coursework in philosophy of language and communication as well as Linguistics/Cultural Anthropology.



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