

# Tariq Cilione

Cell: 845.800.7480 | Email: tariq.cilione@gmail.com (preferred) | Portfolio: <https://www.tariqcilione.com/> |

LinkedIn: <https://www.linkedin.com/in/tariq-cilione/>

## Objective: UX Researcher

### Executive Summary:

I am a  $\Pi$ -shaped UX Practitioner with a focus on bringing **Qualitative UX Research** to life through human centered designs. I am a research-driven innovator for products, services, and experiences while maintaining excellent customer and business user support with a personable touch. I am currently focusing on building new skills and knowledge in Information Architecture; increasing my knowledge about current UX Research strategies; and learning how to apply UX Strategy to help me in approaching UX more strategically while using Agile UX methods and practices. I am also applying the behavioral and cognitive aspects of UX while I am substitute teaching to further assist high school students in the classroom.

### Professional UX Experience:

#### Experience Design Consultant, Freelance

August 2019- Present

Remote | New York

- Consulted for small to medium sized businesses with the goal to improve their work experience for their personalized software and hardware requirements
- Improved excavating company's digital experience and service design which driven sales in new large-scale developments and new customers
- Provided **heuristic evaluations** to improve **Information Architecture** for a professional portfolio website for a custom woodworker to improve customer's user experience
- Designed business cards to drive communication between customers and businesses
- In process of redesigning website by applying knowledge in UX along with reorganizing content to improve customer's user experience when accessing portfolio
- Applied hardware and software **critical thinking skills** to solve hardware and software issues to improve client's work experience with increasing efficiency by 80%
- Provided recommendations, fixing, installing, and implementing client's technical needs in their home office
- Implemented LAN for client's home office to increase service and work experience to drive more sales and ease of use

#### Paid Federal Work Study, UX Specialist

July 2021 - May 2022

Touro University Graduate School of Technology | New York, NY

- Increased usability and accessibility for an international audience by ensuring all language is in a standard English format along with creating a design that meets W3C AA standards
- Leveraged market research to key stakeholders to drive educational and business decisions for new and current programs offered by the school
- Tutored and trained adults in digital literacy with the goal of increasing knowledge and performance in computers from the novice level to an intermediate level
- Gathered and analyzed **Quantitative Data** for competitive analysis to present data and findings to key stakeholders in the school including direct managers, program chairs, and deans to generate solutions on improving website usability with an increase of 25
- Collaborated with the Deans and Program Chairs to define and create program Web sites that represent the vision and accomplishments of the department

## Professional Teaching Experience:

### Social Studies Teacher

September 2016 - September 2018

NYC Department of Education | New York, NY

- Formed individual relationships with my students and peers to create a strong learning experience for students based on their behavior and cognition
- Collaborated with teachers in planning lessons for interdisciplinary teaching to help students form connections to what they are learning in different classes
- Built **empathetic relations** with students to support their social and emotional growth and learning
- Led the school's debate team. Supported and coached students in formulating their arguments

## Education:

### *Web and Multimedia Design: Master of Arts*

June 2019 - May 2022

Touro University Graduate School of Technology | New York, NY

Degree GPA: 3.787

- Emphasized studies and coursework in UX Research
- Built a strong technical and design knowledge using current heuristics
- Refined and transition research skills from education and historical research to Human Computer Interaction
- Insured designs for coursework was backed by research to support design decisions for a cohesive UX Strategy
- Built an intermediate knowledge of responsive web design using HTML/ SCSS with some JavaScript
- Worked with professors in meeting deadlines and stakeholder demands with assignments with at least 90% accuracy
- Facilitated user interviews to develop skills to understand the behaviors and thinking of people with the goal of increased user usability by 80% from initial testing
- Gathered knowledge in Human Computer Interaction to gain a holistic understanding of human behavior when using technology
- Applied qualitative and quantitative research skills to user research and human computer interaction
- Focused research on learning about user behavior and cognition to design solutions that tested to generate insight and understanding of users
- Facilitated & lead diary studies to understand user thinking through ethnographic UX research

### *Adolescent Education- Social Studies (7-12):*

January 2012 - December 2015

### **Bachelor of Science | History Minor**

State University of New York at Oswego | Oswego, NY

## Toolbox/ Skills:

- Quantitative Thematic Analysis
- Usability Testing
- Competitive Analysis
- Data Analysis and Presentation
- Information Architecture
- Teaching/training using interactive and accessible learning methods
- Wire-framing
- Figma / Sketch / Adobe XD / InVision / Miro
- Instructional Design
- Survey Design
- **User Interviews**
- **User behavior and cognition analysis**
- **Qualitative Research**
- Mac OS / Windows Design;
- iOS / Material Design
- **User interviews**
- **Agile UX Methodology**
- **Prototype user testing**
- **Low Fidelity; High-Fidelity Design**
- **Quantitative Research**
- **Ethnographic Field Studies**
- **Qualitative Research**
- Card Sorting
- Diary Studies
- Deep understanding of Apple's Human Interface Guidelines
- **Empathy Building and Mapping**
- **User Persona design leveraging user research**