

SONALI R. MISHRA, PHD | UX RESEARCHER

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RESEARCH EXPERIENCE

UX/Digital Health Researcher — *Department of Internal Medicine, University of Michigan*

REMOTE (SEATTLE, WA) || JUNE 2022 – PRESENT

- Used mixed methods (surveys, interviews, engagement metrics) to analyze engagement with a mobile just-in-time intervention (n=600). Led team in conducting study and analyzing data to identify requirements for a new app and new strategies for sustaining engagement that will be deployed in two projects.
- Interviewed people with hypertension (n = 12) to identify key motivators and user needs for a medication adherence mobile app. Used findings to select tailoring strategies. Oversaw design of the intervention.
- Used surveys (n=158) for concept validation of an affective physical activity intervention and won monetary award to present findings at an international conference. Conducting micro-randomized experiment (n=110) with surveys and interviews to evaluate efficacy and experience (*in progress*).

UX Researcher — *Office of Research Information Systems, University of Washington*

SEATTLE, WA || APRIL 2021 – JUNE 2022

- Led end-to-end UX Research activities for complex grants management systems that manage multimillion dollar grants. Quickly ramped up on highly technical domain and used a comprehensive toolkit of methods including card sorts, interviews, iterative usability tests, and other methods to shape information architecture. Created a year-long UX research roadmap for a major overhaul of grants management systems.
- Iteratively created research plans and Figma prototypes to reduce usability errors in new grants management software. Reduced usability errors in one major process by more than 50%.
- Set UX priorities with various stakeholders including developers, product owner, business analysts, and UX designer. Communicated methods, insights, and recommendations in presentations, personas, reports, and other artifacts. Used findings to collaborate with product owner and business analysts to prioritize features when scope cuts were needed.

User-Centered Design Research Fellow – *Seattle-Denver Center of Innovation, Veterans Affairs*

SEATTLE, WA || SEPTEMBER 2020 – APRIL 2021

- Redefined research goals of a major telehealth research effort to account for COVID conditions. Led diverse team in creating research plan and conducting research activities. (Publication forthcoming)
- Collaborated on other investigators' projects to define strategic foundational research directions, identify means of inclusive recruitment for studies, and train staff to conduct research activities.

Graduate Student Researcher, HCI/UX — *University of Washington Information School*

SEATTLE, WA || FALL 2014 – DECEMBER 2019

- Led a 5-year mixed-methods rigorous, strategic research program from discovery to prototype testing to identify opportunities and design requirements for in-hospital systems to improve patient safety. Created research plans and conducted interviews, prototype studies, participatory design, and focus groups with clinicians and adult and child patients to uncover user needs and recommend specific design strategies for preventing medical errors. Authored reports and published findings in top-tier venues, with 900+ citations.
- Used research findings and literature reviews to design and prototype several patient engagement interventions. Conducted mixed-methods study (n=35) to identify top-performing design approaches.

UX Research & Design Intern — *Sage Bionetworks*

SEATTLE, WA || OCTOBER 2017 – DECEMBER 2017

- Conducted foundational research for a mobile app for Parkinson's Disease. Used interviews, storyboards, and prototype evaluation to shape product concept and identify foundational design requirements (n=23). Mocked up prototypes and communicated design requirements to key developers and designers.
- Conducted usability study of e-consent process for enrolling in research studies. Increased task success in key consent step from 33% to 100%.

UX Specialist (UX Research & Design) — *University of Michigan Libraries*

ANN ARBOR, MI || MAY 2011 – JUNE 2014

- Led and collaborated in multiple UX research projects to understand user needs for library online services. Methods included: interviews, usability tests, search query classification, analysis of web analytics data, and observational research. Conducted accessibility audits of library interfaces.
- Designed several library interfaces, including a mobile website for HathiTrust Digital Library (an online book repository and reading interface with millions of visitors annually) and a new search home for the catalog.

WHO AM I?

I am a **PhD UX researcher** with design and scientific experience. I use **mixed human-centered design methods** and behavioral science theory to uncover user needs, influence user behavior, and help systems achieve desired outcomes.

EDUCATION

Ph.D., Information Science:
University of Washington,
2019

MSI, Human-Computer Interaction: University of Michigan, 2011

BA, Linguistics: University of Pennsylvania, 2006

SKILLS

Research Methods: concept validation, interviews, prototype and wizard of oz studies, usability testing, participatory design, focus groups, surveys, contextual inquiry, heuristic evaluation, card sorts, experimental trial design, web analytics, search query analysis, qualitative methods, quantitative methods

Design Tools:

Sketch; figma; adobe indesign, photoshop, & illustrator; invision; axure; balsamiq; and others

Programming Languages:

HTML, CSS

LEADERSHIP

CHI Conference 2021 — Associate Chair, Fall 2020 - Winter 2021, Fall 2023-present

Invited talk on Building an Inclusive Research Practice, UX @ U Arizona, Oct 2021

Invited lecture on Sensors for Health, UW, Feb 2019

Seminar coordinator, DUB Seminar series, Jan 2018-19