# Aswati Panicker
## Design Researcher

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## EXPERIENCE

### Graduate Research Assistant
*ProHealth, Indiana University Bloomington | May 2019 - Present*

- PhD dissertation research examines technology-mediated food interactions in contexts of long-distance families, social connection.
- Ongoing research studies use UX methods such as interviews, diary studies, scenarios, and co-design workshops.
- Experienced in research study design, protocol creation, and thematic analysis.
- Published at venues such as CSCW and CHI.

### User Experience Intern, Technical Learning and Development
*CSBS | Washington, DC | June 2024 - July 2024*

- Led the user experience initiative to understand the pain points of Mortgage loan originators (MLOs) using NMLS, the official nation-wide system for licensure.
- Scoped out and established a formal UX research process for the team that incorporated human-centered practices in user recruitment, feedback solicitation, and the creation of research protocols.
- Conducted interviews, synthesized design insights, developed user journey maps, and presented to stakeholders.
- Additionally, participated in a podcast and created a company culture video along with the summer intern cohort.

### UX Researcher Intern, Business Integrity
*Meta | Menlo Park, CA | June 2022 - August 2022*

- Extended research findings from previous internship at Meta and designed new usability studies to test the updated system design.
- Collaborated closely with cross-sectional partners such as Product Designers, Content Designers , Marketing & Product Leads.
- Conducted an in-depth literature review of business onboarding experiences to advance strategy and decision making.
- Assisted with the content writing of internal UX research review policies.

### UX Researcher Intern, Business Integrity
*Facebook (now Meta) | Remote Internship | June 2021 - August 2021*

- Created a usability study plan through literature review and interviews with cross-functional partners.
- Prepared all supplementary material (screening surveys, research stimuli, discussion guides..) and executed the study.
- Qualitatively coded research data into themes, participated in design workshops and presented recommendations that were eventually integrated into Facebook Ads Manager.

### Business Analyst
*Cabot Technology Solutions, Inc | India | August 2016 - June 2018*

- IT industry experience creating technical specifications by researching and absorbing software requirements (enterprise web and mobile).
- Collaborated with various stakeholders to create artifacts like wireframes, business proposals and presentations within the Agile framework.
- Additionally, was responsible for conducting market research, sales metrics analysis and competitive analysis.

## LATEST RESEARCH PUBLICATION

- Aswati Panicker, Novia Nurain, Zaidat Ibrahim, Chun-Han (Ariel) Wang, Seung Wan Ha, Yuxing Wu, Kay Connelly, Katie A. Siek, and Chia-Fang Chung. 2024. Understanding fraudulence in online qualitative studies: From the researcher's perspective. In Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems (CHI '24). Association for Computing Machinery, New York, NY, USA, Article 824, 1–17. https://doi.org/10.1145/3613904.3642732

## EDUCATION

**Indiana University Bloomington**
*Ph.D in Informatics, HCI/d Track
May 2025 (Expected)*

**Indiana University Bloomington**
*M.S, Human Computer Interaction Design (HCI/d)
May 2020*

**Mumbai University, India**
*B.E, Instrumentation Engineering
May 2016*

## RESEARCH METHODS

Interviews
Contextual Inquiry
Diary Studies
Card Sorting
Surveys
Co-design
Probes
Workshops
Journey Maps
Empathy Maps
Competitive Analysis
Usability Testing
A/B Testing

## DESIGN METHODS

Wireframing
Prototyping
Affinity Diagramming
User Personas
Heuristic Evaluations
Content Strategy
Information Architecture
Speculative Design
Scenarios
Storyboarding

## TOOLS

Qualitative coding software
Miro
Whimsical
Google suite
Microsoft Office suite
Qualtrics
Sketch
Figma
Adobe Illustrator
Adobe Premier
InVision
HTML/CSS