

Charles Dellebovi

User Experience Researcher

charlesdellebovi.com
cdellebovi@gmail.com
linkedin.com/in/cdellebovi
+1 (917) 331-0146

Summary

User Experience (UX) Researcher with a professional background in art logistics and 10+ years experience in client relations and project planning. As a dedicated proponent of user-centered design, I've leveraged my UX research skill sets to help organizations better understand their users' needs and more effectively fulfill their business objectives and/or missions.

Experience

March 2021 User Experience Researcher (Freelance Volunteer)

to Present *We the Future (WtF), New York, NY*

- Collaborates with the strategy lead to ensure research plans align with WtF's needs and long-term goals.
- Performs primary research that assesses the validity of design decisions & uncovers opportunities for growth.
- Executes secondary research that identifies effective methods for interacting with WtF's target user groups.

June 2010 Art Registrar

to Present *Transcon International, Inc., Bronx, NY*

- Assisted with the planning and implementation of the company's collections management system (CMS).
- Leads strategic research projects to isolate CMS inefficiencies and improve general productivity.
- Manages changes and updates to CMS based on feedback solicited from clients and staff.
- Coordinates with the remote development team to pinpoint and document CMS errors when they occur.
- Maintains the artwork collections of private collectors, art advisors, artists, galleries, and museums.

January 2017 President of the User Experience Professionals Association at Pratt Institute (Student Volunteer)

to May 2017 *Pratt Institute, School of Information, New York, NY*

- Planned and organized a variety of user experience-focused lectures, panels, workshops, and tours.
- Recruited, screened, scheduled, and compensated user experience research (UXR) workshop participants.
- Produced scripts and research guides for UXR workshops and ran pre-workshop pilot tests.
- Oversaw UXR workshops and acted as a resource for researchers if questions and/or issues arose.

Education

2017 Master of Science Degree, with Distinction, Information Experience Design*

Pratt Institute, School of Information, New York, NY

- Degree focus: design research; supplemental coursework in information architecture and content strategy.

*Awarded membership to the Pratt Circle for completing degree with a 4.0 cumulative GPA.

2008 Bachelor of Fine Arts Degree, with Distinction, Studio Arts*

University of Colorado at Boulder, Department of Art & Art History, Boulder, CO

- Degree focus: painting; supplemental coursework in layout, color theory, and the history of art & design.

*Awarded membership to the Phi Beta Kappa Honor Society.

Expertise

Training Noam Segal via Maven, Remote

- The Missing Foundations of UX Research

General Assembly, New York, NY

- Introduction to Python Programming • SQL Boot camp

School of Visual Arts, Department of Continuing Education, New York, NY

- Typography: Basic • Graphic Design: Basic

Skills Accomplished at planning and conducting user tests (both in-person and remote), analyzing and extracting key takeaways from those tests, and presenting actionable insights to clients. Adept at employing a variety of quantitative and qualitative methodologies, such as surveys, card sorts, diary studies, cognitive walk-throughs, and heuristic evaluations, when conducting user research. Skilled at producing an array of research documentation, including usability reports, sitemaps, competitive analyses, mental models, metadata models, storyboards, process diagrams, customer journey maps, user personas, user scenarios, and user flows.

Tools Proficient using Lookback and UserTesting; Adobe Illustrator, InDesign, and Photoshop; Microsoft Excel, Word, and PowerPoint; Google Sheets, Docs, Slides, and Forms; Sketch and InVision; Squarespace.