

Burqaa Abdi

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SUMMARY

Human Computer Interaction specialized student at The Ohio State University with experience conducting user research and translating insights into actionable design decisions. I am skilled in usability analysis, data interpretation, and human-centered design. Passionate about improving digital experiences through research driven solutions. I am well versed in AI research and implementation

PROFESSIONAL EXPERIENCE

Dr. Nega's Education Center

Feb 2018 - May 2019

Academic Advisor

- Assisted learners with academic planning by adapting curriculum to their particular learning styles, Students test scores increased on average 35% after implementation
- Identified difficulties faced by students and provided tailored solutions designed to improve academic success
- Gained early experience Identifying problems and crafting solutions to problems and providing guidance

Ethiopian Tewahedo Social Services

May 2021 - Sep 2022

Intern

- Supported daily business functions as well as improved levels of customer service for varying demographics of clients.
- Assisted customers with understanding the available resources, gaining perspective on their needs and the accessibility barriers they face from using them.
- Developed communication skills while working with populations with minimal access to services
- Observed users in a real environment to identify gaps in service and understand how they experienced those gaps
- Conducted user research to understand customer needs, behaviors, pain points, and user flows.

Research Lab (OSU)

Aug 2025 - Present

Undergraduate Research Assistant

- Analyzed user research studies and supported their development and implementation using survey and observational techniques
- Gathered and analyzed both qualitative and quantitative data to find trends in user behaviors
- Synthesized research results into clear insights to help guide projects or assist in making decisions
- Collaborated with research team to evaluate research methodology and refine research result reliability
- Helped promote a user-centered research atmosphere by respecting users' feedback and translating it into research considerations

EDUCATION

The Ohio State University

Aug 2019 - Present

Communication Technologies, Human-Computer Interaction, Information & Communications Technology (ICT) Columbus, Ohio

- **Coursework:** Visual Communication Design: COMM 2511, Human-Computer Interaction & UX: COMM 3545, Persuasive Communication: COMM 2367, Evaluation and Usability Testing: COMM 3165, Communication Research Methods: COMM 3160
- Human-Computer Interaction, UX Design and Digital Communication are the key areas of study completed as part of my coursework and I have learned skills in determining user behavior patterns, understanding interfaces, and applying research methods to make technology more usable for all users. This also has given me a strong background in visual communication, user-centered design and data driven decisions through the academic projects I am completing as a student.

UX/UI SKILLS

- **UX Research & Strategy:** Usability Testing, Behavioral Research, Experimental Design, Survey Design, Qualtrics, Heuristic Evaluation, End-to-End Case Studies, Jira, Accessibility Standards
- **Design & Prototyping:** Figma, Adobe Photoshop, Wireframing, Prototyping, Interaction Design, Information Architecture, Figma Make, Claude Code
- **Testing & Optimization:** A/B Testing, Usability Evaluation Synthesis, Task Analysis, Cognitive Walkthrough
- **Data & Analysis:** Qualitative & Quantitative Data Analysis, Affinity Mapping, Data Collection
- **Design Methodology:** Human-Centered Design, User-Centered Design, Design Thinking, User Flows & Journey Mapping, Persona Development
- **Communication & Collaboration:** Cross-functional Teamwork, Active Listening, Stakeholder Communication, Presentation of Research Insights
- **Critical Thinking & Problem-Solving:** Analytical Reasoning, Insight Synthesis, Creative Problem-Solving, Attention to Detail
- **Adaptability & Growth:** Empathy, Cultural Competence, Self-Directed Learning

AFFILIATIONS

- Ethiopian Student Organization
- Black Student Union
- Oromo Student Organization
- Central/Columbus Ohio Colleges Agency

LANGUAGES

- Oromo
- Amharic