

Chitvan Bindal

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USER EXPERIENCE RESEARCHER (UXR)

UX Researcher with 2+ years of experience informing product strategy through generative and evaluative research in EdTech and learning environments. Proven ability to lead end-to-end studies, collaborate with cross-functional teams, and translate user insights into evidence-based, learner-centered design decisions for K-12 and higher education.

CORE COMPETENCIES

- UX Research (Generative & Evaluative)
- Heuristic Evaluation & Usability Testing
- Journey Mapping & Persona Development
- Learning Experience Design
- AI in Education & Ethical Design
- Literature Review & Competitive Analysis
- K-12 & Higher Ed Insights
- Research Synthesis & Storytelling
- Cross-functional Collaboration

Portfolio showcasing end-to-end research impact available at: chitvanbindal.com

KEY ACCOMPLISHMENTS

- **Led end-to-end research** across 6+ projects in EdTech and accessibility, using generative and evaluative methods to inform product strategy and improve user experience.
- **Directed MVP development** by conducting heuristic evaluations, usability testing, and insight synthesis in agile teams—translating findings into actionable product recommendations.
- **Championed inclusive design** by leading accessibility research at the Jessica Cox Foundation, collaborating with engineering, medical, and design teams to deliver user-aligned solutions.
- **Synthesized insights from 500+ users** through surveys and interviews at FHI 360, directly contributing to site architecture, user flow, and persona development for a digital redesign.
- **Coordinated participant recruitment for 50+ users** while safeguarding PII as Research Coordinator at Wonder Why Consulting, ensuring study quality and ethical data practices.

EDUCATION

New York University, New York – M.A. Learning Technology & Experience Design
Rajiv Gandhi Technical University, India – B.Tech. Engineering

PROFESSIONAL EXPERIENCE

Wonder Why Consulting LLC, New York, NY
Research Coordinator

Sept – Nov 2023

Supported research operations across client studies, ensuring seamless participant management & data integrity.

- Collaborated with 5 researchers to define study goals, participant criteria, and sourcing strategy
- Designed and deployed **screeners** to improve participant targeting and research reliability
- Scheduled and supported 50+ participants for **interviews and surveys** across the research lifecycle

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- Maintained compliance and confidentiality while handling **PII** for over 100 participants

Tech Fleet Community DAO, Remote
UX Researcher & Interim UXR Lead

Jun – Aug 2023

Led agile UX research for an EdTech MVP; guided product direction through rapid discovery and testing with a cross-functional team of 10+.

- Conducted **3 heuristic evaluations**, **6 moderated usability tests**, and **10+ semi-structured interviews**
- Synthesized insights from 50+ data points to define MVP features and mentor a team of 2 junior UXR professionals
- Delivered **4 stakeholder reports** and presented key findings that influenced **100% of prioritized design decisions**

Jessica Cox Foundation, New York, NY
UX Researcher & Accessibility PM

Sept 2022 – Jan 2023

Directed inclusive UX research for an assistive technology initiative serving limb-different users.

- Led **12 in-depth interviews**, **3 field studies**, and **1 competitive audit** to identify key accessibility barriers
- Collaborated with **5+ teams** (engineering, medical, design) to embed inclusive features in the product
- Presented research insights in **3 executive briefings**, driving adoption of accessibility-focused product scope

FHI 360, New York, NY
UX Researcher

Sept 2022 – Jan 2023

Executed evaluative UX research to improve the information architecture of a nonprofit digital platform.

- Conducted a **survey with 500+ users**, **9 interviews**, and **4 usability tests** to assess user pain points
- Performed **1 heuristic evaluation**, mapped **2 primary user journeys**, and developed **3 personas**
- Delivered findings that informed a redesigned homepage, boosting clarity and navigation for global users

TECHNICAL SKILLS

Figma • User Interviews • Miro • Dovetail • ChatGPT • Airtable • Zoom • Google Suite • Canva • Excel • Notion

LANGUAGES

English • Hindi • French